Ed. 03

OfficeServ DataView

User Guide

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INTRODUCTION

Purpose

This guide is the user's guide of OfficeServ DataView, which provides data on monitoring, and statistics for the OfficeServ system. This guide provides information on the main and detailed functions of OfficeServ DataView, and describes how to install and use OfficeServ DataView.

Document Content and Organization

This guide consists of 8 chapters and 1 annexes as follows:

CHAPTER 1. Overview of OfficeServ DataView

This chapter provides an overview of OfficeServ DataView and its functions.

CHAPTER 2. OfficeServ DataView Installation

This chapter provides information on checkpoints and an action that needs to be performed before installing OfficeServ DataView and describes how to install the system.

CHAPTER 3. OfficeServ DataView Menus

This chapter describes the components and settings of OfficeServ DataView and method of using this program.

CHAPTER 4. Statistics

This chapter describes the OfficeServ statistics function supported by OfficeServ DataView.

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CHAPTER 5. Monitoring

This chapter describes the OfficeServ system monitoring function supported by OfficeServ DataView.

CHAPTER 6. Scheduled Report

This chapter describes the daily/weekly/monthly scheduled report function supported by OfficeServ DataView.

CHAPTER 7. Troubleshooting

This chapter describes how to troubleshoot the problems that may occur while installing or using OfficeServ DataView.

ANNEX A. Abbreviation

Describes the acronyms used in this guide.

Conventions

The following special paragraphs are used in this document to point out information that must be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

CHECK

CHECKPOINT

Provides the operator with checkpoints for stable system operation.

NOTE

NOTE

Indicates additional information as a reference.

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Reference

OfficeServ 500/iDCS 500 System Description

This document describes the main functions of OfficeServ 500/iDCS 500 and method of configuring its cabinets and boards.

OfficeServ 500/iDCS 500 Installation Manual

This document describes the hardware of OfficeServ 500/iDCS 500 and method of installing the program.

OfficeServ 500/iDCS 500 Programming Manual

This document describes the MMC list for system settings and method of MMC settings.

OfficeServ Link User's Guide

This document describes the functions of OfficeServ Link and methods of installing and using the program.

Revision History

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00	10. 2004	Original
01	01. 2005	Image Update
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ANNEX A. Abbreviation **185**

CHAPTER 1. Overview of OfficeServ DataView

This chapter provides an overview of OfficeServ DataView and describes its functions and system requirements.

Overview of OfficeServ DataView

OfficeServ DataView is a monitoring/statistics application for OfficeServ, and provides information on current system usage, cumulative statistics on usage, and system failures through web-based user interfaces.
One of the monitoring, and statistics functions can be selectively installed on OfficeServ DataView.

OfficeServ DataView has the following components: the data collection module that analyzes the call events generated from the switching system, the data processing module that calculates statistics on each item by using the collected data and saves the statistical data in the database, and the report module that provides you with web-based windows. The modules are called Data Collector, Data Manager, and Reporter respectively.

To use OfficeServ DataView, OfficeServ Link must be installed. OfficeServ Link delivers the events generated from the OfficeServ system to each additional program, and delivers commands from the additional programs to the OfficeServ system.

The OfficeServ system, OfficeServ Link, and OfficeServ DataView are available in Intranet, and transfer or receive data over TCP/IP(Trnasmission Control Protocol/Internet Protocol).

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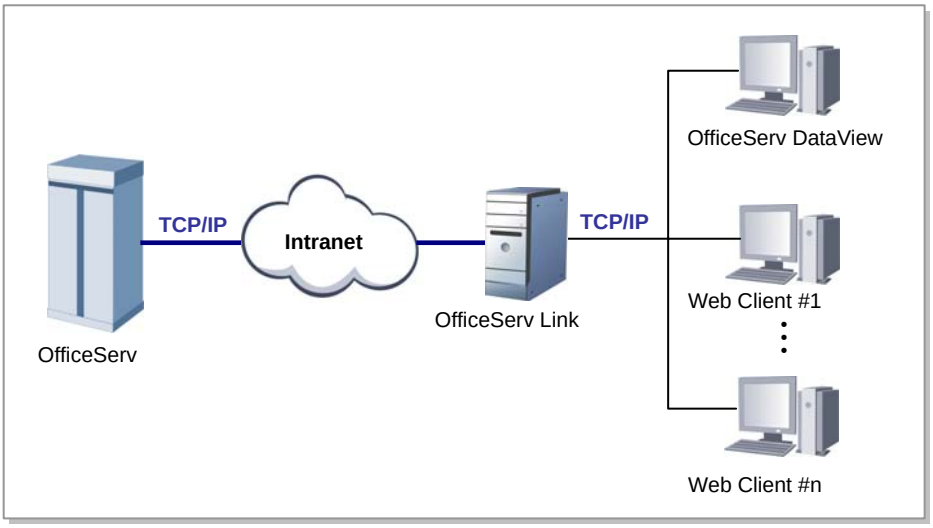
Network configuration of OfficeServ DataView, OfficeServ Link, and the OfficeServ system is shown in the figure below:



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System Requirements

OfficeServ DataView inter-works with the OfficeServ system. Check the following before installing OfficeServ DataView:

Category	Specification
Operating System	Windows 2000 Series; Windows XP Professional; Windows 2003 Series; or NTFS File Format
Processor(CPU)	Pentium IV 1 GHz or higher (Requirements for CPU and memory depend on number of lines and maximum traffic.)
Memory	More than 512 Mbyte
Network Interface Card	10/100 BASE-T
Database	Options: SQL Server / MDB If you use SQL Serve, Microsoft SQL Server 2000 or higher is required. If you use MDB, there are no special requirements except that the database file size is limited to 2 GB.

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Functions of OfficeServ DataView

OfficeServ DataView supports the functions below:

Trunk/Station Monitoring

OfficeServ DataView monitors lines in a trunk or station group as well as call status. Also, OfficeServ DataView monitors trunks or stations for specified phone numbers and checks if a trunk or station has exceeded a time limit for use. Monitoring can be performed depending on group characteristics such as a UCD(Universal Call Distribution) group, attendant group, and VMAA(Voice Mail Automated Attendant) group. OfficeServ DataView supports the wallboard function that traces real-time changes in a selected value, which is equal to number of waiting calls in a UCD group.

Statistics on Intercom/External Calls

OfficeServ DataView provides statistics on intercom or external calls by node or group. OfficeServ DataView displays statistics depending on characteristics of a UCD group, attendant group, and VMAA group. Also, statistics on each DID(Direct Inward Dialing) are provided. The minimum unit of call statistics is 15 minutes.

Report

Select the [Scheduled Report] submenu from the [Configuration] menu of OfficeServ DataView to create a report for a specified period of time at a specified time. OfficeServ DataView can create a scheduled report for trunk, station, or the UCD group and can back up or delete a report as well.

Database Backup

You can monitor size of a database file from OfficeServ DataView and can back up the file in the database. If the database space reaches the threshold value, OfficeServ DataView will display a warning message.

OfficeServ DataView Management

OfficeServ DataView can monitor operation status of each module. OfficeServ DataView provides a user interface, which enables individual stop/execution and batch stop/execution easily.

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CHAPTER 2. OfficeServ DataView Installation

This chapter provides information on checkpoints and an action that needs to be performed before installing OfficeServ DataView and describes how to install the system.

Before Installation

Check the following before installing OfficeServ DataView:

Obtaining a Valid License Number of OfficeServ DataView

A valid license number must be registered in order to operate OfficeServ DataView properly. A license number can be obtained from the reseller or Samsung dealer of OfficeServ DataView. The number should be entered in a PC where OfficeServ Link is installed. If a license number is not registered, OfficeServ DataView will not operate properly.

Checking IP Address of OfficeServ Link

You should be aware of the IP(Internet Protocol) address of the PC where OfficeServ Link is installed before installing OfficeServ DataView. Contact the OfficeServ Link manager or OfficeServ system administrator and check the IP address of OfficeServ Link first.

Checking Specification of the PC Where OfficeServ DataView will be Installed

OfficeServ DataView is installed on a PC typically. Check the PC where OfficeServ Link will be installed and operating system, processor, and memory of the PC. For detailed information on system requirements, refer to ‘System Requirements’ of ‘CHAPTER 1. Overview of OfficeServ DataView’.

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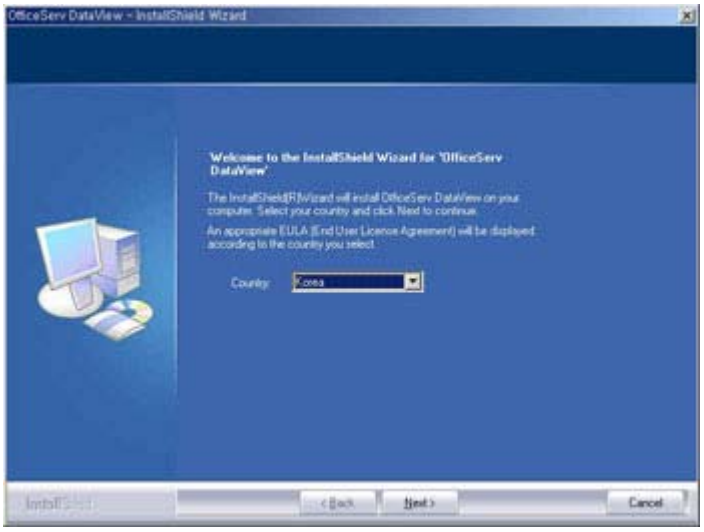
Procedure for OfficeServ DataView Setup

Follow the steps below to install OfficeServ DataView.
OfficeServ DataView is installed in the ‘Program Files\..\Samsung Electronics\OfficeServ DataView’ folder by default.

1. Double click ‘OfficeServDataView.exe’ by using a CD for OfficeServ DataView setup or double click a downloaded ‘OfficeServDataView.exe’.

2. Once the <InstallShield Wizard> window appears, select a country and click [Next>].



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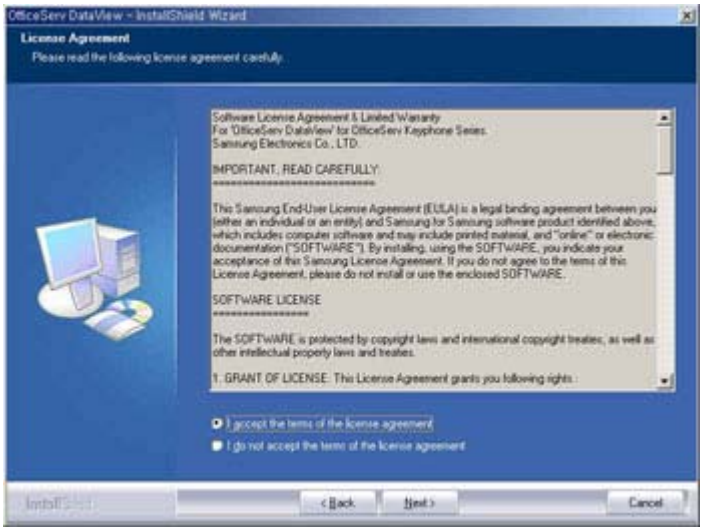
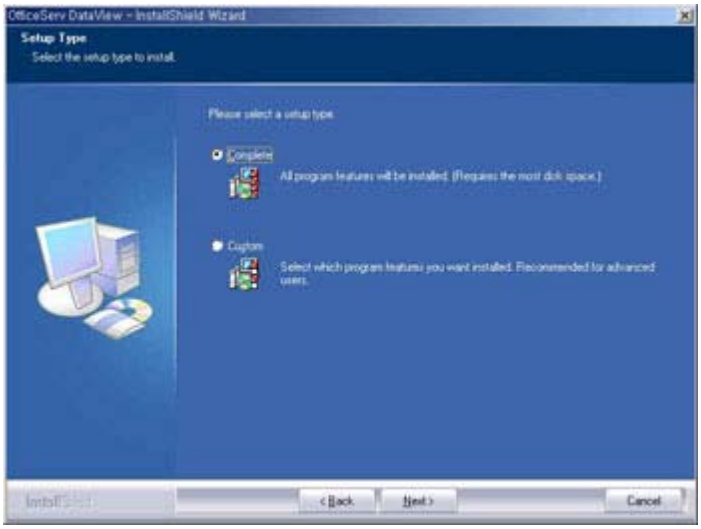
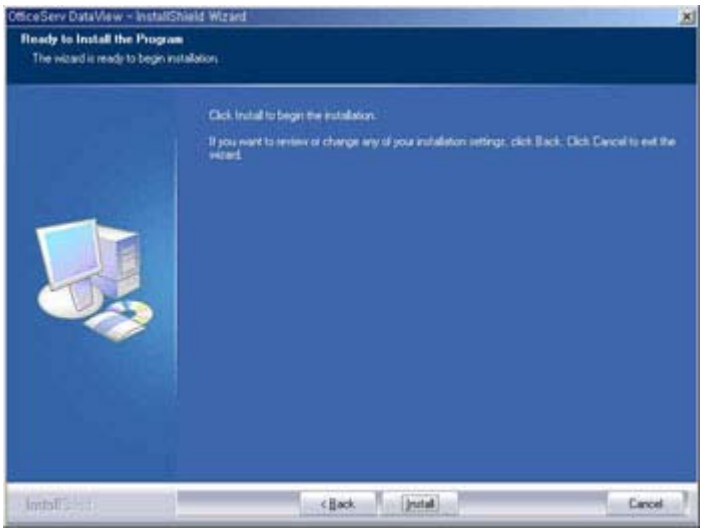
3. Read the license agreement from the <License Agreement> window carefully, and then click [Next>].



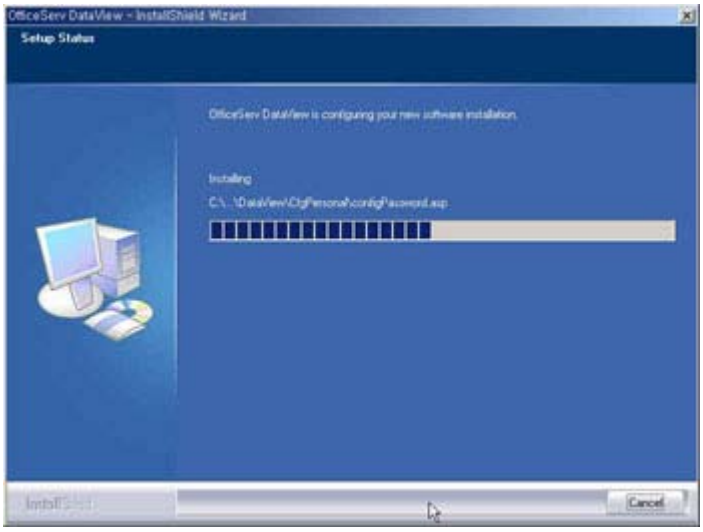
4. Once the <Setup Type> window appears, select a setup type and click [Next>].



5. Once the <Ready to Install the Program> window appears, click [Install].



6. Setup is in progress as the <Setup Status> window appears.



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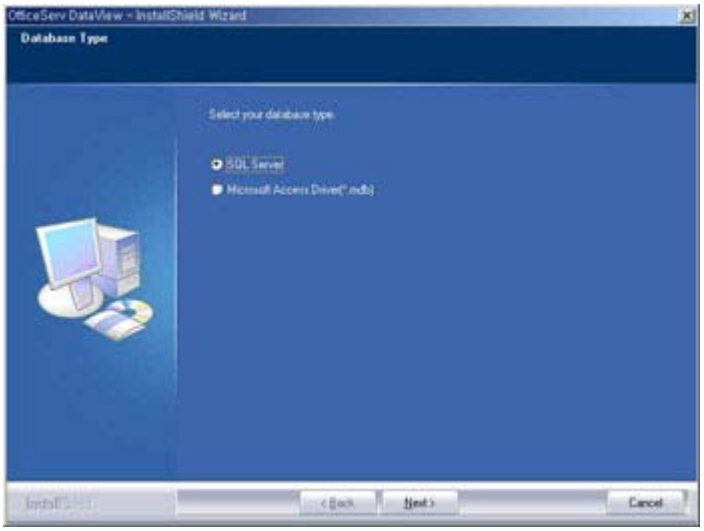
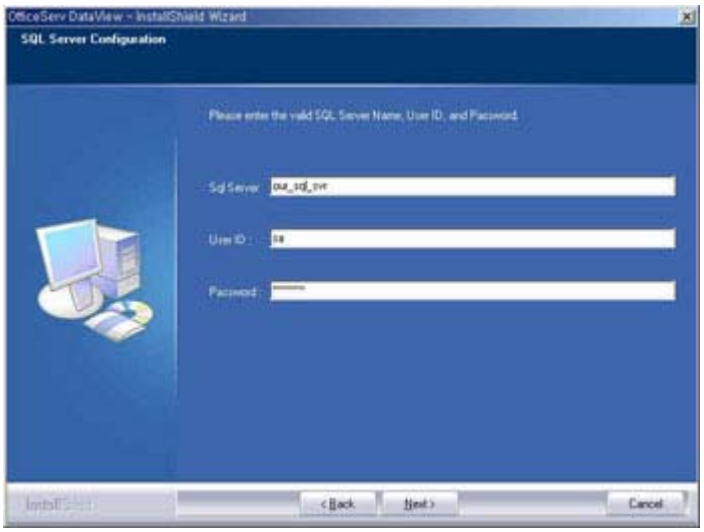
7. Select a database to be used for OfficeServ DataView from the <Database Type> window and click [Next>].



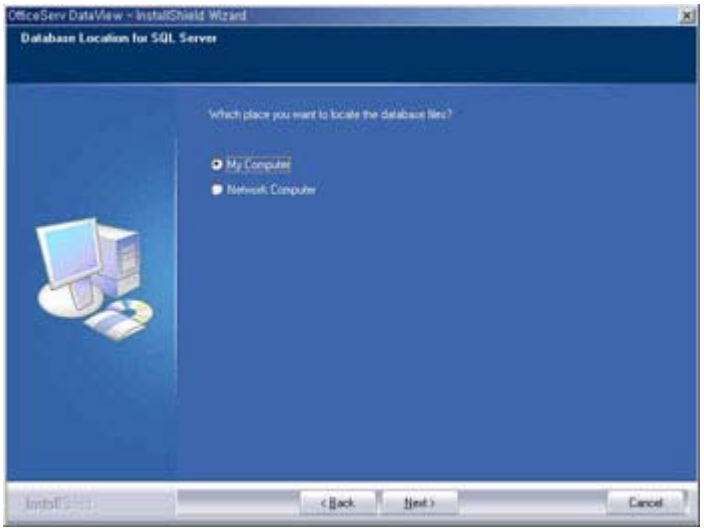
8. If you select SQL Server, a window that prompts you to enter information on SQL Server will be displayed. Enter the SQL Server name or IP address, user ID, and password, and then click [Next>].



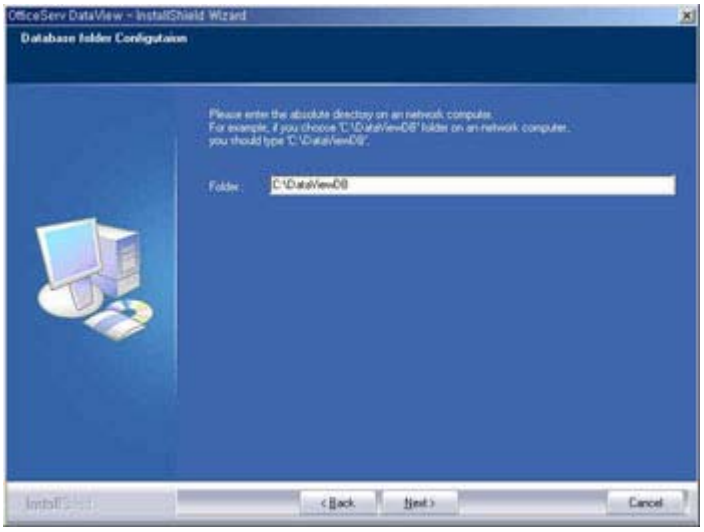
CHECK **If You Select Microsoft Access Driver(*.mdb)**

Step 8 & 9 will be skipped if you select Microsoft Access Driver(*.mdb).

9. Select a location where database will be installed from the <Database Location for SQL Server> window. Database can be installed in a folder shared with My Computer or Network Computer.



Then, specify a folder.



Setup will continue in progress.

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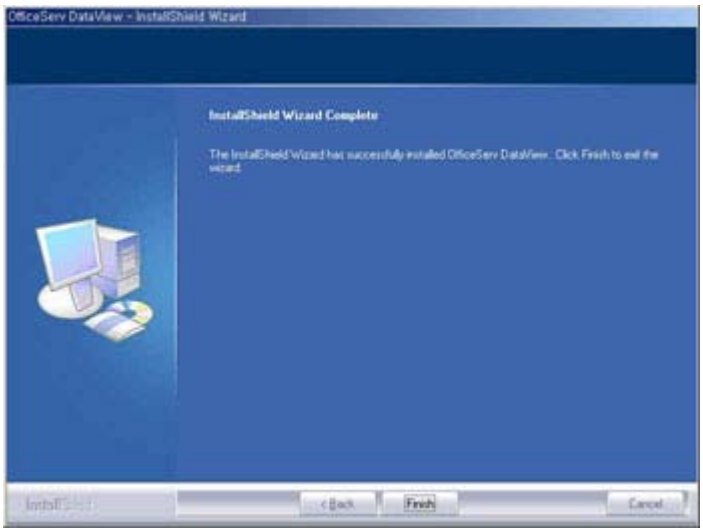
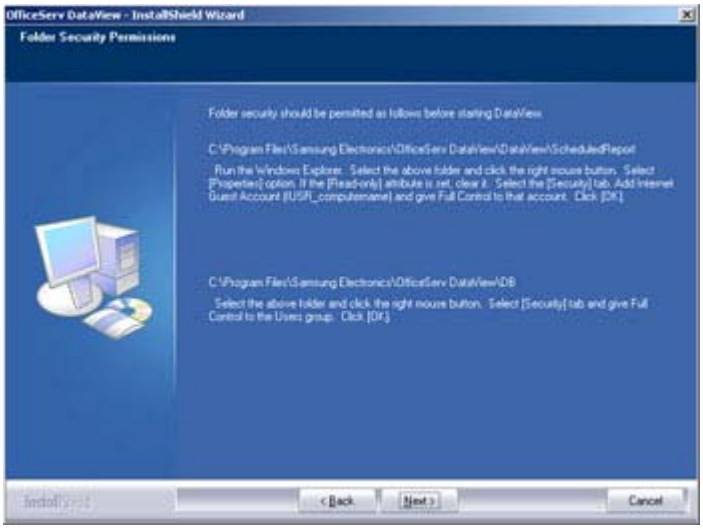
10. Once OfficeServ DataView setup is completed, click [Finish]..



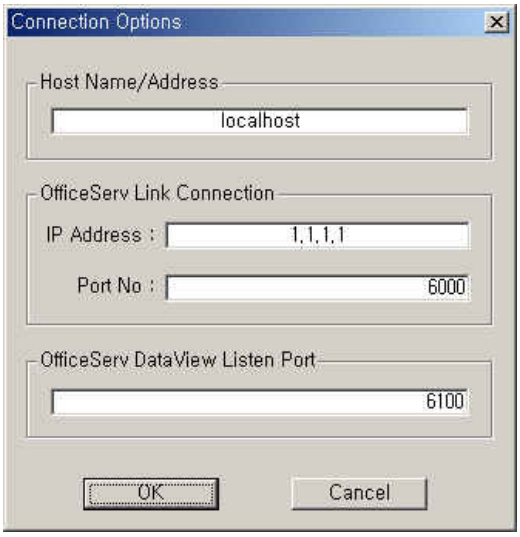
11. You need to configure the security options before starting OfficeServ DataView. Configure as follows.



12. At the end of OfficeServ DataView setup, you will be prompted to launch Scheduler.

Click [Yes], then it will lead you to connection parameter setup.

This message comes out when you run Scheduler with initial connection parameters. Click [Yes].
If you are not prepared to setup connection parameters, click [No].
Note that you cannot run the OfficeServ DataView property until you run Scheduler and set connection parameters.



Replace ‘localhost’ with the IP address or NetBIOS name of the PC where OfficeServ DataView installed.

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Enter the IP address and port number of the OfficeServ Link.
Click [OK].

Then, initial configuration is completed.

NOTE

Troubleshooting

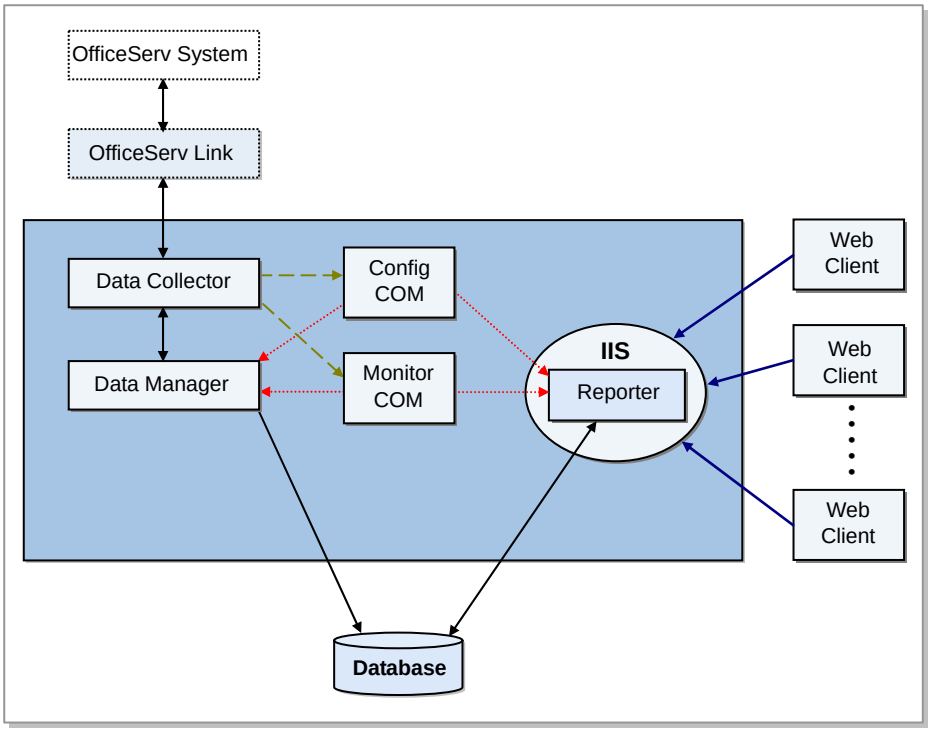
If OfficeServ DataView does not operate properly after OfficeServ DataView setup, refer to ‘CHAPTER 8. Troubleshooting.’

CHAPTER 3. OfficeServ DataView Menus

This chapter describes the menus and windows of OfficeServ DataView.

Components of OfficeServ DataView

OfficeServ DataView is configured with server modules such as Data Collector, Data Manager, and Scheduler as well as a web program that allows you to view data on monitoring, and statistics.



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You can view the data on monitoring, or statistics provided by OfficeServ DataView through a web service provided by IIS(Internet Information Server) of Windows OS(Operating System).

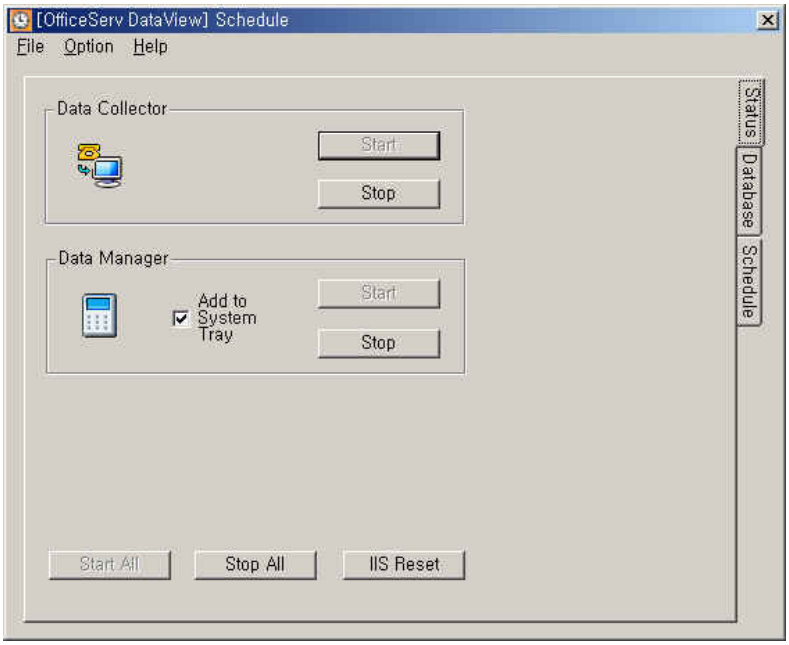
Scheduler

Scheduler of OfficeServ DataView allows you to configure, start, or stop the server modules of OfficeServ DataView and to monitor the operation of OfficeServ DataView.
Scheduler verifies settings of time and scheduled report periodically and requests for creating a scheduled report. Also, Scheduler backs up a scheduled report.
Scheduler monitors size of database files and backs up the files.
Scheduler must be executed to perform the scheduled report function.
Select [Start] → [Programs] → [OfficeServ DataView] → [Scheduler] to execute Scheduler.
Select [Exit] from the [File] menu or the system tray menus to quit Scheduler. Then, the Scheduler window will disappear. However, it does not mean that the program has ended, and an icon is displayed in the system tray.

Scheduler Windows

Status Window

Upon starting Scheduler, the window below will appear:



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If a module stops, [Start] will be enabled. If a module runs, [Stop] will be enabled. If a module stops, the icons will be displayed blurrily. If a module runs, the icons will be displayed vividly. If a server module does not respond to a connection message received from Scheduler for a given period of time, a warning icon will be displayed. In such a case, check operation log of the server module and take an appropriate action such as restart.

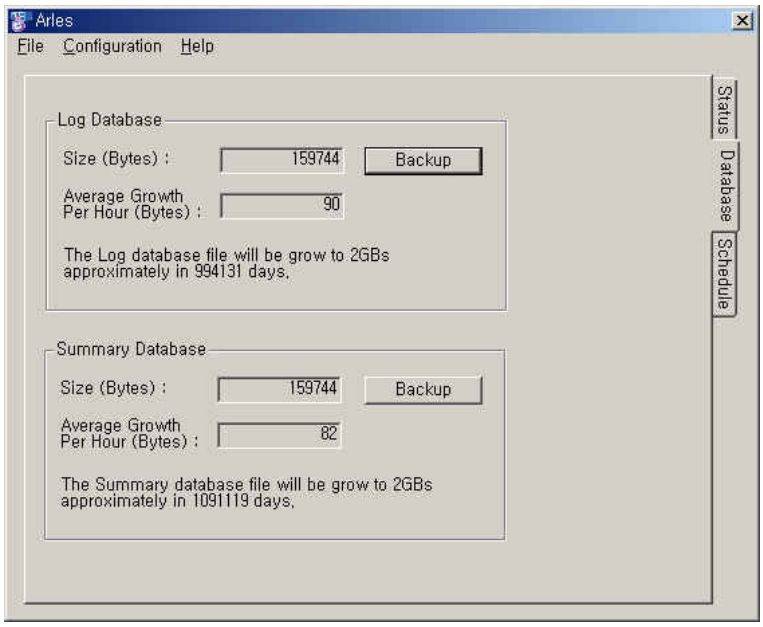
Select whether to display the Data Manager icon in the system tray by using the checkbox at the right of the Data Manager icon. The Data Manager has no user interface.

If a server module does not operate, you can click [Start All] to start Data Collector, and Data Manager simultaneously. Also, click [Stop All] to stop all operating server modules.

If an error in a web service occurs, click [IIS Reset] to restart IIS. In such a case, all of the currently established sessions are disconnected.

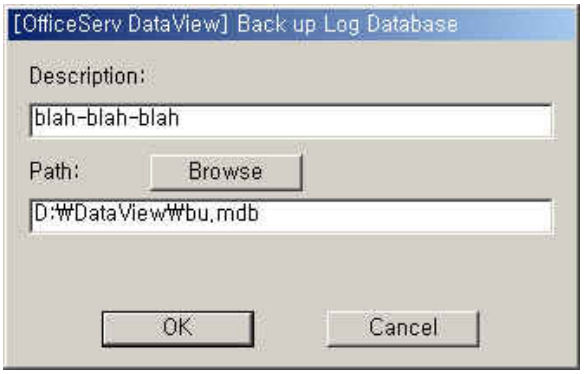
Database Window

Click the [Database] tab. Then, the window below will appear:



The database window displays the file size, average growth per hour, and estimated amount of time it will take for the database file size to reach the threshold value of the current call log database, and statistical database.

Click [Backup] to back up and empty database. If Data Manager runs, the call log database and statistical database cannot be backed up. Therefore, you should stop the module first, and then back up the module.
Click [Backup]. The dialog box below will appear:



Enter a description of backup, backup path, and file name. Then, click [OK].

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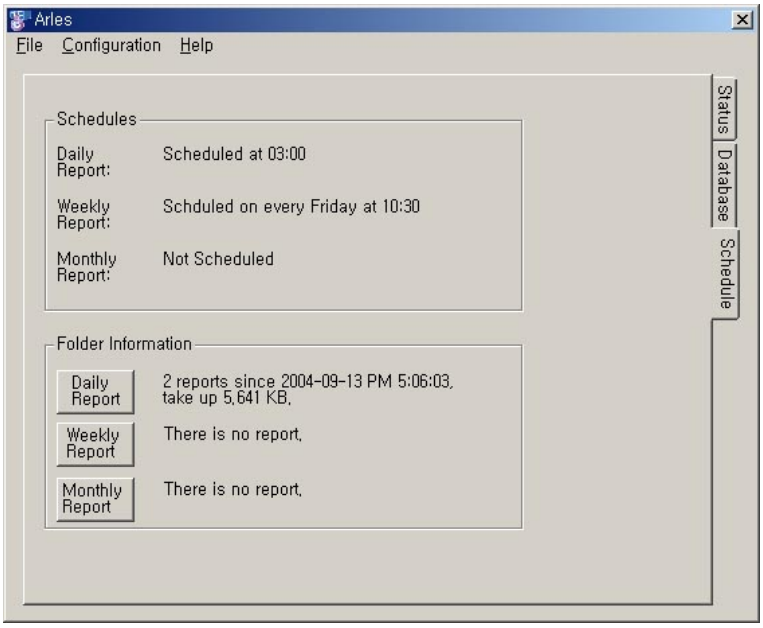
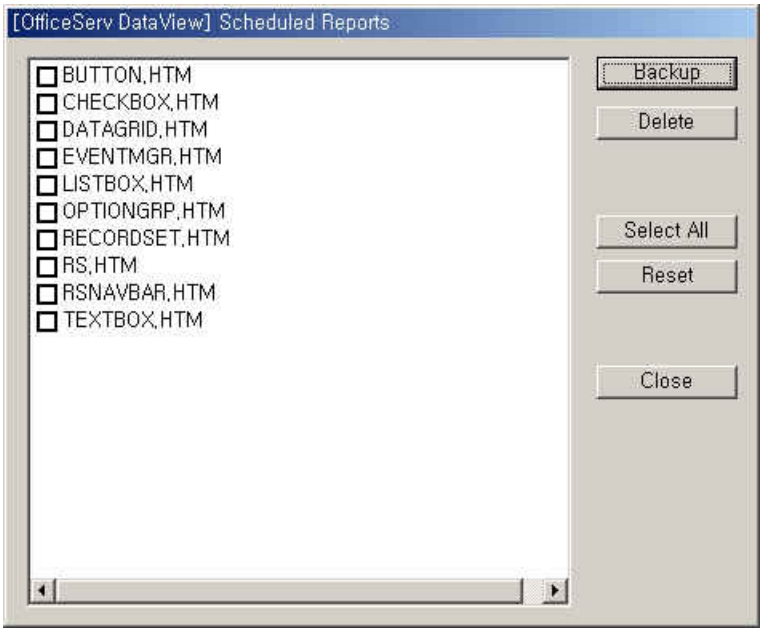
Schedule Window

Select the [Schedule] tab to manage the current settings of a scheduled report and a scheduled report file.



The Schedules frame displays information on the current scheduled report. The Folder Information frame displays information(e.g., number of the files saved in a folder and total of file size) on the folder where a scheduled report is saved.

Click each report button of the Folder Information frame to back up or delete a scheduled report saved in a report folder.



Select a file you want to back up or delete, and then click [Backup] or [Delete]. If you want to back up a file, the selected file will be deleted from the scheduled report folder and will be saved in the folder selected for backup.

Scheduler Menus

File Menu

Select [Exit] from the File menu to quit Scheduler.

CHECK

Scheduled Report Function

Once Scheduler quits, a scheduled report will not be created. If you want to perform the scheduled report function, Scheduler must be executed.

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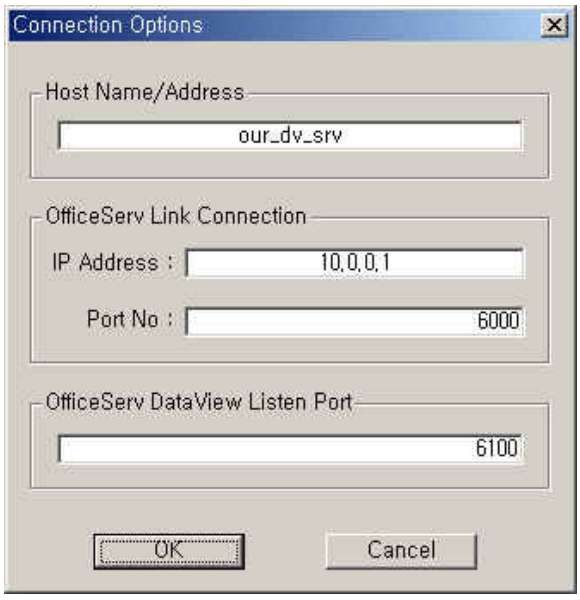
Configuration Menu

The Configuration menu has the submenus as shown in the figure below:

Connection

Select [Connection]. Then, the dialog box below will appear:



Each field is described below:

Item	Description
Host Name/ Address	Enter the IP address of the PC where OfficeServ DataView is installed or the NetBIOS name. If an invalid IP address or NetBIOS name is entered, Data Manager cannot be connected to Data Collector and the home page of OfficeServ DataView will not be displayed properly.
OfficeServ Link Connection	Enter the IP address of OfficeServ Link and the port number for connection. If you are not aware of the port number, contact the OfficeServ Link manager and enter a valid value.

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Item	Description
OfficeServ DataView Listen Port	Specify a port to be connected to Data Manager. If another application already uses Port Number. 5001 on a computer where OfficeServ DataView is installed, the default value, 5001, should be changed to another value.

Database

Select [Database] to enter information on database to be used in OfficeServ DataView.

You can select database you want from MDB(Multimedia Database) and SQL Server while installing OfficeServ DataView. Required database options depend on database type.

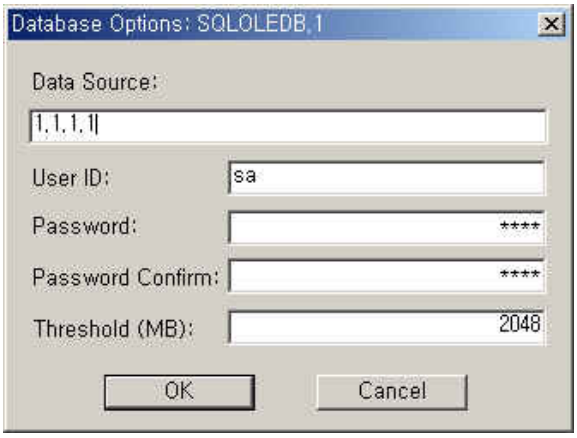
CHECK

Changes in Database Type

The database type selected while OfficeServ DataView setup cannot be changed.

SQL Server:

Select [SQL Server] from the Database submenu. Then, the dialog box below will appear:



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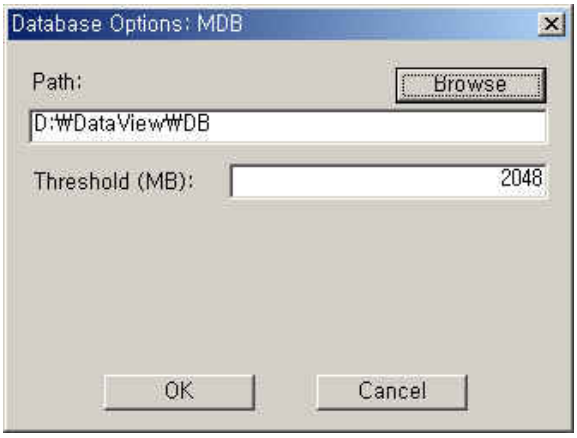
Each field is described below:

Item	Description
Data Source	Enter the name or IP address of SQL Server.
User ID	Enter the user ID for connection.
Password/Password Confirm	Enter password of the user ID entered in [User ID]. Enter the password once again for confirmation.
Threshold(MB)	Enter the threshold value of database file size.

MDB:

Select [MDB] from the Database submenu. Then, the dialog box below will appear:



Each field is described below:

Item	Description
Path	Select a folder where a MDB file for OfficeServ DataView will be located.
Threshold(MB)	Enter the threshold value of database file size. Data of more than 2 GB cannot be saved in MDB. If the file size exceeds 2 GB, an error will occur and data will not be saved. Set the threshold value to less than 2 GB(2,048 MB) and check the data provided by the [Database] tab of Scheduler frequently to back up the database.

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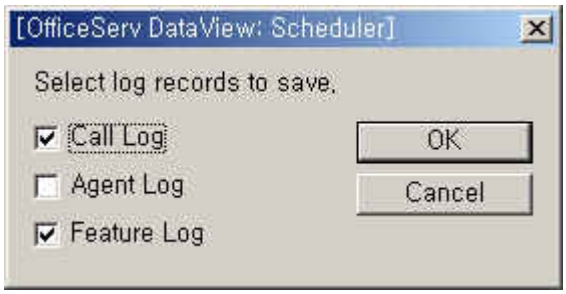
Log Records

[Log Records] allows you to select a type of a call log to be saved in the database. If you save all types of logs in the database, log records will increase and bottleneck may occur while the database is operating.
To prevent OfficeServ DataView from being degraded due to bottleneck, limit number of logs to be saved.

Select [Log Records]. Then, the dialog box below will appear:



Select the checkbox of a log type and click [OK].

Preferences

Start DataView Server when Windows starts:

If you mark this option, the Scheduler will be started when you start Windows. Then Scheduler will launch Data Collector and Data Manager.
If this options is set, Scheduler checks if DataView Server modules are runnig whenever it starts and starts them if they are not running..

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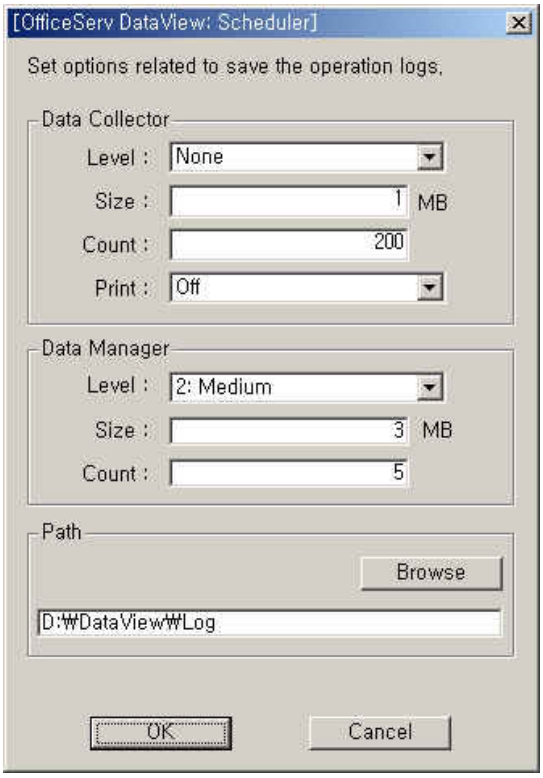
Operation Logs

The [Operation Logs] option is divided into Data Collector, and Data Manager. Select one to perform settings for saving operation logs of the selected module. If the selected module is enabled, the window that prompts you to set an operation log of the module will appear.

If the selected module is not enabled, the window that prompts you to set an operation log provided by Scheduler will appear as shown in the figure below:



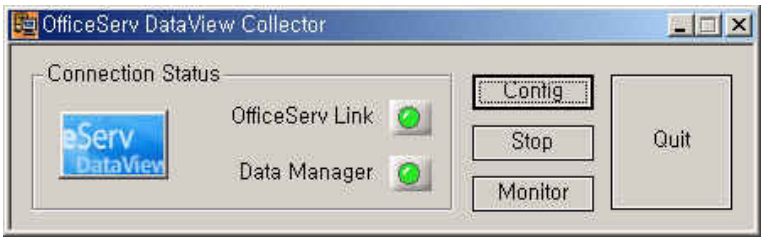
If the frames for the operating one from Data Collector, and Data Manager will be disabled. If a module is enabled, the Path frame cannot be changed.

Data Collector

Data Collector collects events for calls from OfficeServ Link to create a call log and to deliver the call log to Data Manager. Also, Data Collector manages configuration data on the OfficeServ system and current status of the system. Data Collector must operate properly for proper operation of OfficeServ DataView.

Data Collector Window

Run Data Collector. Then, the window below will appear:



The LEDs(Light Emitting Diodes) at the right of OfficeServ Link and DataView Manager indicate connection status.

LED	Description
(Gray)	Not connected
(Green)	Connected properly
(Red)	Data Collector has downloaded the configuration data from the OfficeServ system and is being initialized. Or, a connection error has occurred.

The buttons of Data Collector Window are described below:

Button	Description
Config	Configures Data Collector.
Run/Stop	Click [Run] to access OfficeServ Link and to download the configuration data on the OfficeServ system, initialize Data Collector, and then start operation. Once operation starts properly, [Run] is disabled while [Stop] is enabled. Click [Stop] to stop operation. A connection to both Data Collector and OfficeServ Link will stop.

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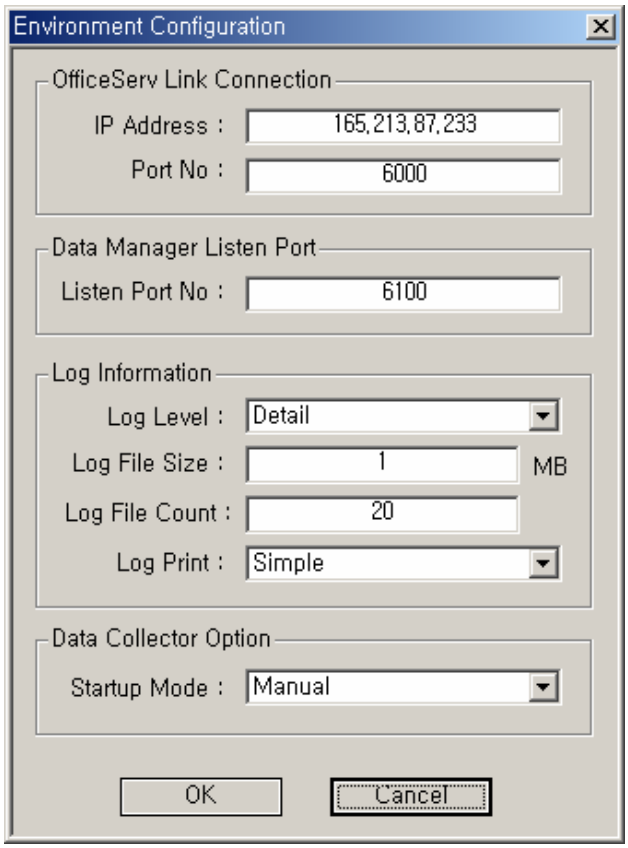
Button	Description
Monitor	Click this button to open a window that allows you to monitor the memory space managed by Data Collector. Regular users do not use this function because this button is used for tracing a problem.
Quit	Quit Data Collector.

Data Collector Configuration

Click the [Config] button from the Data Collector window to configure Data Collector.



Each field is described below:

Item	Description
OfficeServ Link Connection	Enter the IP address of OfficeServ Link and the port number for connection. If you are not aware of the port number, contact the OfficeServ Link manager and enter a valid value.
Data Manager Listen Port	Specify a port to be connected to Data Manager. If another application already uses Port Number. 5001 on a computer where OfficeServ DataView is installed, the default value, 5001, should be changed to another value.
Log Information	Save an operation log of Data Collector in this field. If an error occurs while using Data Collector, this field will allow you to trace the error. Level of detail in log information depends on log levels. There are three log levels of None to Detail. Set Log File Size to 1 MB to 100 MB and Log File Count to 1 to 20. Set [Log Print] to Simple or Detail in order to display log information through Debug View.
Data Collector Option	Set Startup Mode to Automatic. Then, even if you do not click the [Run] button of Data Collector, Data Collector will start. If Startup Mode is set to Manual, click the [Run] button to start operation.

No values other than those of [Log Level] and [Log Print] can be changed in a running Data Collector.

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Data Manager

Data Manager creates a cumulative record for 15 minutes from the call log created by Data Collector. This record will be displayed in each field of a statistical report.
Data Manager saves the log record received from Data Collector and the created cumulative record in the database.

Data Manager Menu

Data Manager does not have a window for user interfaces. You can monitor the operation of Data Manager by using Scheduler. If the icon is displayed in the system tray, click the right button of mouse on the icon of the system tray to use the menus of Data Manager.

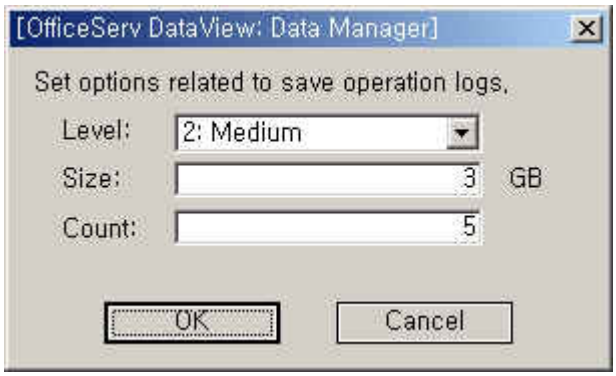
Log Records
[Log Records] allows you to select a type of the call log to be saved in the database. If all types of logs are saved in the database, log records will increase and bottleneck may occur while the database is operating. To prevent OfficeServ DataView from being degraded due to bottlebeck, limit number of logs to be saved.
Select [Log Records]. Then, the dialog box below will appear:

Select the checkbox of a log to be saved and click [OK].

Operation Logs

[Operation Logs] allows you to perform settings for saving operation logs of Data Manager.

Select [Operation Logs]. The dialog box below will appear:



Each field is described below:

Field	Description
Level	Sets the detail level of a log to be saved. There are five levels of None to Full.
Size	Sets the size of an operation log to 1 MB to 100 MB.
Count	Sets the number of operation logs to 1 to 100.

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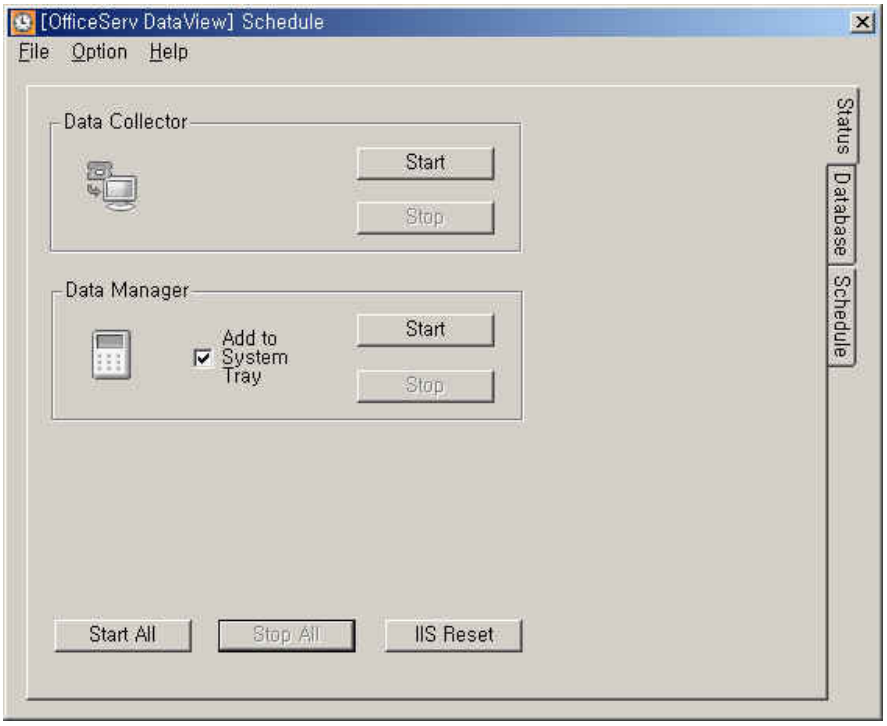
Starting OfficeServ DataView

Follow the steps below to start OfficeServ DataView:

1. Select [Start] → [Programs(P)] → [OfficeServ DataView] → [Scheduler]. Then, Once Scheduler runs, the window below will appear:



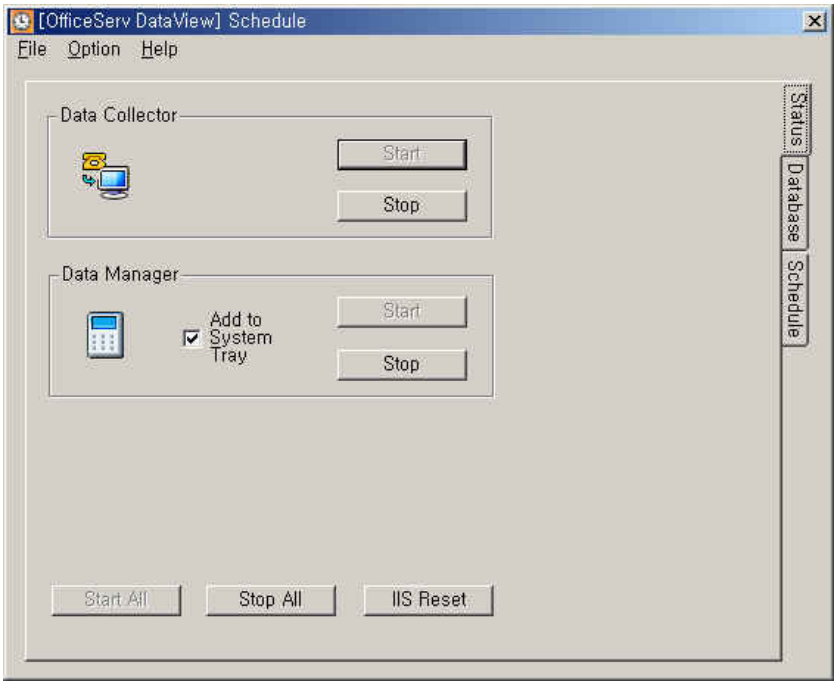
Once Scheduler starts, the Scheduler icon is displayed in the system tray.

If a server module of OfficeServ DataView does not start, a icon( )(pink) will be displayed.

3. Click [Start All] to start all server modules. Or, click each [Start] button to start each module one by one.

> NOTE
>
> **Starting Each Module**
>
> Data Collector downloads configuration data from the OfficeServ system when the module starts. It is recommended that Data Manager should start after Data Collector starts. Data Manager does not operate until Data Collector starts properly.

4. Once each module starts properly, the Status icon, [Stop All], and all of the [Stop] buttons are enabled while [Start All] and all of the [Start] buttons are disabled.



Once all of the server modules operate properly, the icon displayed in the system tray is changed to the normal operation icon( )(yellow).

If all of the server modules operate properly, open the home page of OfficeServ DataView to view data on monitoring, and statistics.

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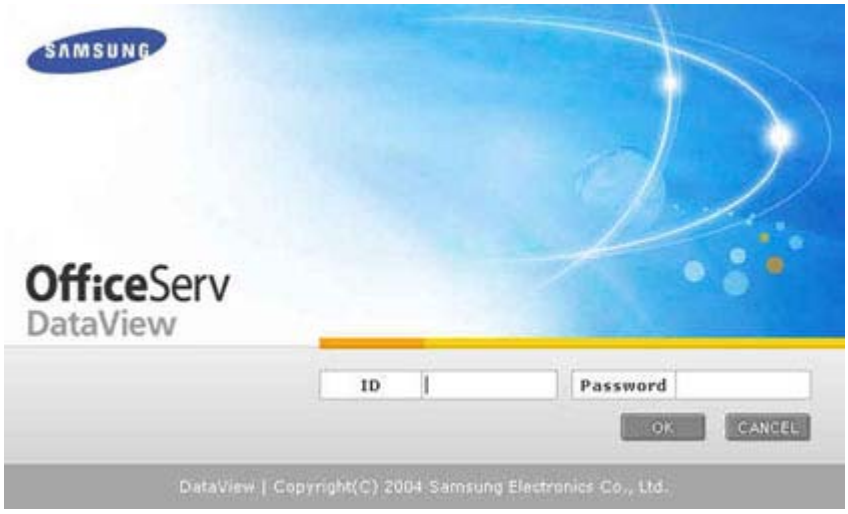
Main Window

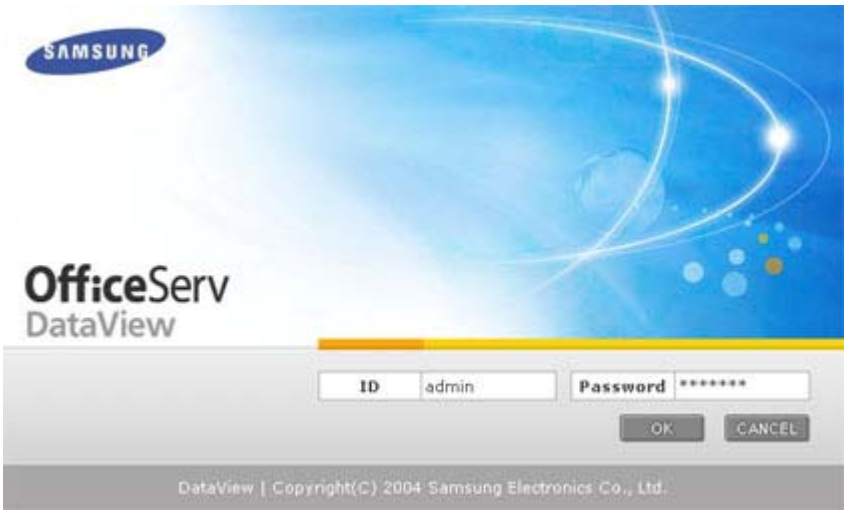
Run Internet Explorer and enter the following in the address bar to view the home page of OfficeServ DataView. Then, press [Enter].

Enter the IP address of the PC where OfficeServ DataView is installed or the NetBIOS(Network Basic Input Output System) name instead of ‘127.0.0.1’.

Enter the web address of OfficeServ DataView correctly and press [Enter]. Then, the home page of OfficeServ DataView that can be logged in will appear as shown in the figure below:



If you use OfficeServ DataView for the first time, enter the administrator ID provided by default and password. Enter ‘**admin**’ in ID and ‘**samsung**’ in PWD.



If login is successful, select one of the menus at the left of the window to perform a function of OfficeServ DataView.

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Menus

The main menus of the OfficeServ DataView home page are shown in the figure below:

Locate the mouse pointer on each main menu. Then, the sub-menus will appear.

For detailed information on monitoring, and statistics, see Chapter 4 to Chapter 5 of this document.

Each sub-menu of [Configuration] is described in next section, ‘Configuration’.

Configuration

The Configuration menu of OfficeServ DataView has the submenus of User, System Info, Scheduled Report, and Personalize.

User

This menu allows you to retrieve the user list of OfficeServ DataView, and to add or delete a user. Also, you can modify user information or searches a specific user by using this menu.

If the selected list has multiple pages, click [<First], [<Prev], [Next>], or [Last>] to move from a page to another.

View Users

Select [View Users]. Then, list of the registered OfficeServ DataView users will appear as shown in the figure below:

1 / 1

Number	Login ID	User Name	User Level	Phone	E-Mail	Language
1	admin	Administrator	Administrator			English(U.S.)
2	wallboard	wallboard	User			English(U.S.)
3	shlee	Lee, Sanghee	Administrator	4352	shlee@samsung.com	Korean

First Prev Next Last

Add User

Select [Add User]. Then, the window that allows you to add a user to the user list will appear as shown in the figure below:

Add Reset

User Name :	Lee, Sanghee
Login ID :	shlee
Login Password :	**********
Phone :	4352
E-Mail Address :	shlee@samsung.com
User Level :	Administrator
Select Language :	Korean

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Each field is described below:

Item	Description
User Name	Enter a user name. You can enter up to 25 Korean characters or up to 50 alphabetic characters.
Login ID	Enter a login ID. You can enter up to 20 alphabetic characters or numbers. The characters are case-sensitive.
Login Password	Enter a login password. You can enter up to 20 alphabetic characters or numbers. The characters are case-sensitive.
Phone	Enter the telephone number of a user. You can enter up to 20 numbers. This field is optional.
E-Mail Address	Enter the e-mail address of a user. You can enter up to 50 characters. This field is optional.
User Level	Select a user level. The administrator can use all of the functions supported by OfficeServ DataView. Regular users cannot use the [User], [System Info], and [Scheduled Report] submenus of the [Configuration] menu.
Select Language	Select a language for the user. The OfficeServ Dataview web pages will be displayed in the selected language when the user logs on.

Delete User

Select [Delete User]. Then, the window that allows you to delete a user from the user list will appear as shown in the figure below:

Select the checkbox of a user to be deleted and click [Delete] to delete the account of the selected user. You cannot delete the account of ‘Administrator’, which is the default user.

Modify User

Select [Modify User]. The window that allows you to modify user profiles will appear as shown in the figure below:

Modify the fields you want and select checkboxes to take effect changes. Then, click [Change].
If you modify user information and do not click [Change], the window will not be updated.

Server Information

This menu allows you to verify the OfficeServ system information and the OfficeServ DataView operating environment.

OfficeServ System Information

This menu allows you to verify information on the connection between the OfficeServ system and Officeserv DataView.

Items in the above figure are described below:

Item	Description
System Name	Name of the OfficeServ system
System Version	Version of the OfficeServ system main program

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System Date	Date of the OfficeServ system main program
System Country	Country information set in the OfficeServ system
OfficeServ Link IP Address	IP address of the OfficeServ Link
OfficeServ Link Port	Number of the port used by the Data Collector for connecting to the OfficeServ Link
Web Server	IP address of the computer where the OfficeServ DataView is installed, or the NetBIOS name
Collector Port	Number of the port used by the Data Manager for connecting to the Data Collector

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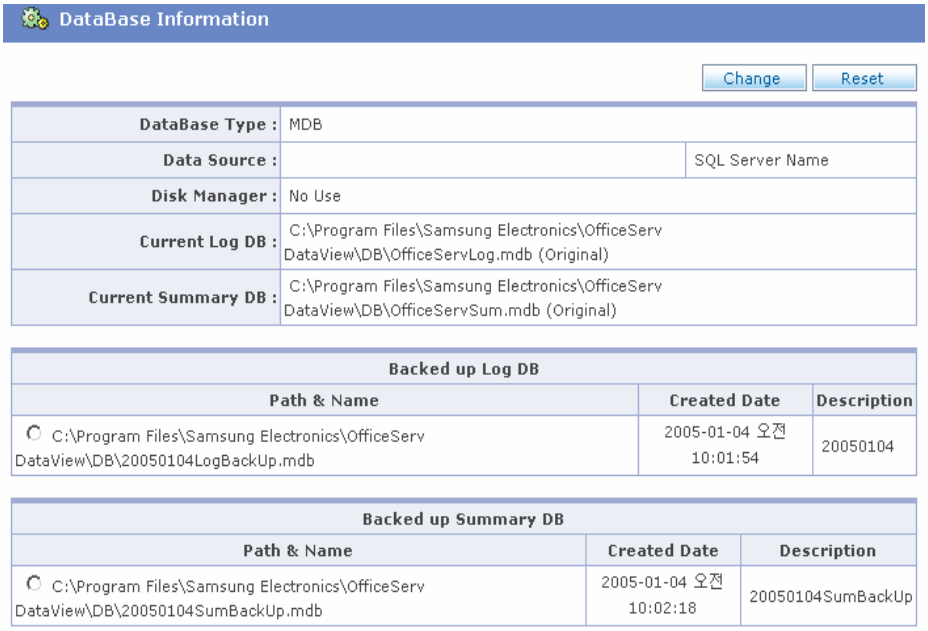
Database Information

This menu is used for displaying information on the DB(Database) used by OfficeServ DataView. The DB information used by the current web program and a list of backed up DBs are displayed.



DataBase Information

Change Reset

DataBase Type :	MDB	
Data Source :		SQL Server Name
Disk Manager :	No Use	
Current Log DB :	C:\Program Files\Samsung Electronics\OfficeServ DataView\DB\OfficeServLog.mdb (Original)	
Current Summary DB :	C:\Program Files\Samsung Electronics\OfficeServ DataView\DB\OfficeServSum.mdb (Original)	

Backed up Log DB		
Path & Name	Created Date	Description
C:\Program Files\Samsung Electronics\OfficeServ DataView\DB\20050104LogBackUp.mdb	2005-01-04 오전 10:01:54	20050104

Backed up Summary DB		
Path & Name	Created Date	Description
C:\Program Files\Samsung Electronics\OfficeServ DataView\DB\20050104SumBackUp.mdb	2005-01-04 오전 10:02:18	20050104SumBackUp

In order to view a statistics report on a backed up DB, select a DB and click [Register].
Connecting to a changed DB is valid only during the current session. If you log out and log in again, you will be connected to the default DB without affecting other users.

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Trunk Group Information

This menu is used for displaying information on trunk groups configured in the OfficeServ system.

Trunk Group Information

Group NO	Group Member List
9	7068, 7067, 7066, 7065, 7064, 7063, 7062, 7061, 7060, 7059, 7058, 7057, 7056, 7055, 7054, 7053, 7052, 7051, 7050, 7049, 7048, 7047, 7046, 7045, 7044, 7043, 7042, 7041, 7040, 7039, 7038, 7037, 7036, 7035, 7034, 7033, 7032, 7031, 7030, 7029, 7028, 7027, 7026, 7025, 7024, 7023, 7022, 7021, 7020, 7019, 7018, 7017, 7016, 7015, 7014, 7013, 7012, 7011, 7010, 7009, 7008, 7007, 7006, 7005, 7004, 7003, 7002, 7001
803	8301, 8302, 8303, 8304, 8305, 8306, 8307, 8308, 8309, 8310, 8311, 8312, 8313, 8314, 8315, 8316, 8317, 8318, 8319, 8320, 8321, 8322, 8323, 8324, 8325, 8326, 8327, 8328, 8329, 8330, 8331, 8332, 8333, 8334, 8335, 8336, 8337, 8338, 8339, 8340
804	8401, 8402, 8403, 8404, 8405, 8406, 8407, 8408, 8409, 8410, 8411, 8412, 8413, 8414, 8415, 8416, 8417, 8418, 8419, 8420, 8421, 8422, 8423, 8424, 8425, 8426, 8427, 8428, 8429, 8430, 8431, 8432, 8433, 8434, 8435, 8436, 8437, 8438, 8439, 8440
805	8501, 8502, 8503, 8504, 8505, 8506, 8507, 8508, 8509, 8510, 8511, 8512, 8513, 8514, 8515, 8516, 8517, 8518, 8519, 8520, 8521, 8522, 8523, 8524, 8525, 8526, 8527, 8528, 8529, 8530, 8531, 8532, 8533, 8534, 8535, 8536, 8537, 8538, 8539, 8540

Station Group Information

This menu is used for displaying information on station groups(Normal, UCD, Operator, AA, Voice Mail) configured in the OfficeServ system.

Station Group Information

Group Number	Name	Type	Group Members
5000		Normal	2033
5001		Normal	3501, 3502, 3503, 3504, 3505, 3506, 3507, 3508, 3509, 3510

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Report Scheduling

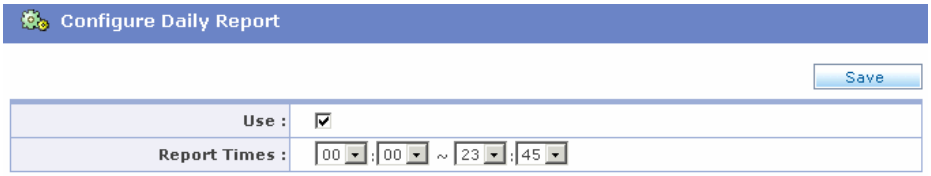
This menu allows you to setup scheduled reports or delete unnecessary scheduled reports.

Scheduled Report Setup

This menu is used for setting the period and items for the report.

Different options are provided for setting the period of a scheduled report depending on whether the report is a daily report, a weekly report, or a monthly report.

Configure Daily Report



Item	Description
Use	Check this option to use a daily report.
Report Times	Set the time period for which the report should be created.

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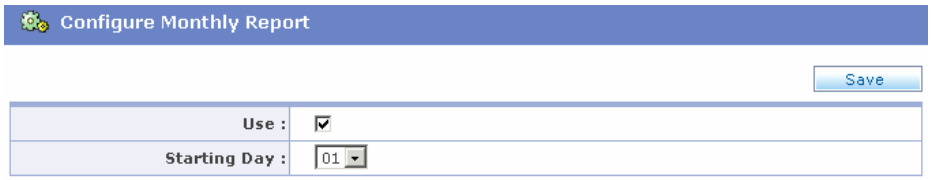
Configure Weekly Report

Item	Description
Use	Check this option to use a weekly report.
Starting Day	Specify the start day of the weekly report. The report will be generated between 00:00 and 01:00 0n the next start day.

Configure Monthly Report



Item	Description
Use	Check this option to use a monthly report.
Starting Day	Specify the start day of the monthly report. The report will be generated between 00:00 and 01:00 0n the next start day.

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Scheduled Report Item Setup

You can create scheduled reports for trunks and UCD groups.
Check the Detail checkbox to view detailed statistics for each time zone.

Trunk Reports	Detail
☑ Trunk Call Statistics	☑
☑ Inbound Trunk Call Statistics	☑
☑ Outbound Trunk Call Statistics	☑
☑ Trunk Call Time Statistics	☑
☑ Inbound Trunk Call Time Statistics	☑
☑ Outbound Trunk Call Time Statistics	☑
☑ Inbound Trunk Call Error Statistics	☑
☑ Outbound Trunk Call Error Statistics	☑
☑ Trunk Group Call Statistics	☑
☑ Trunk Abandoned Call List	☑

UCD Reports	Detail
☑ UCD Call Statistics	☑
☑ UCD Group Call Statistics	☑
☑ UCD Agent Statistics Summary	☑
☑ UCD Group Statistics Summary	☑
☑ UCD Call Time Statistics	☑
☑ UCD Group Call Time Statistics	☑
☑ UCD Wait Time Statistics	☑
☑ UCD Group Wait Time Statistics	☑

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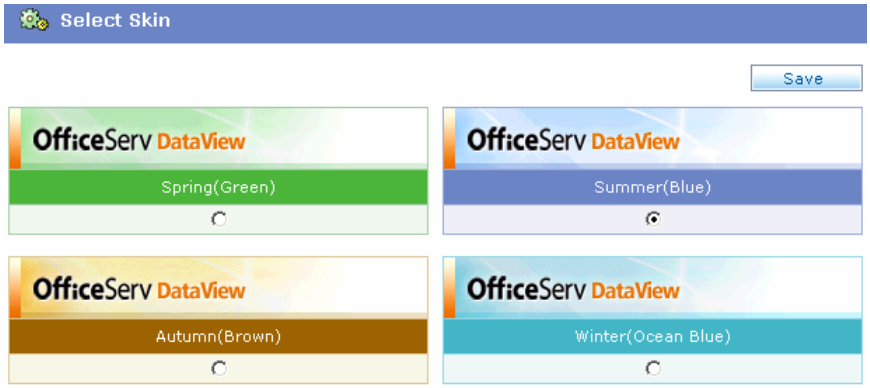
Personalize

You can personalize the user environment such as skin and language.
Skin refers to graphic or audio files used for changing the shape of a game character or a UI(User Interface) to one that is preferred by the user.

Select Skin

Select [Personalize] → [Select Skin] and display the following window:
Select a skin and click [Save].



Select Language

Select [Personalize] → [Select Language] and display the following window:
Select your language from the combo box and click [Save].

Configure Wallboard

Select [Personalize] → [Configure Wallboard] and display the following window:

Mark the values you want to monitor in the Wallboard, put the threshold value to alarm and click [Save].

Configure Wallboard

Save

Wallboard Item	Minor Threshold	Major Threshold
☑ Trunk Total Lines	100 Below	50 Below
☑ Trunk Lines Out of Svc	20 Over	30 Over
☑ Trunk Lines Avail.	30 Below	10 Below
☑ Trunk Busy	10 Over	20 Over
☑ Trunk In Trys	10 Over	20 Over
☑ Trunk Out Trys	10 Over	20 Over
☑ Trunk Busy Ratio (%)	50 (%) Over	70 (%) Over
☑ Trunk Calls to Group	10 Over	20 Over
☑ Trunk Longest Call Time (s)	10 (s) Over	20 (s) Over
☑ UCD Agents	20 Below	10 Below
☑ UCD Logged In	20 Below	5 Below
☑ UCD Logged Out	10 Over	20 Over
☑ UCD Agents Busy	10 Over	20 Over
☑ UCD Busy Ratio (%)	50 (%) Over	70 (%) Over
☑ UCD Inbd Answers	20 Over	30 Over
☑ UCD Calls In Queue	20 Over	10 Over
☑ UCD Calls Answered	20 Over	10 Over
☑ UCD Calls to Group	20 Over	10 Over
☑ UCD Ans Calls to Grp	20 Over	10 Over
☑ UCD Group Call Ans Ratio (%)	20 Below	10 Below
☑ UCD Longest Talk Time (s)	30 (s) Over	70 (s) Over
☑ UCD Longest Wait Time (s)	30 (s) Over	70 (s) Over

Change Password

Select [Personalize] → [Change Password] and display the following window: Put the password and click [Save].

Change Password

Save

Change Password :	*******

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Miscellaneous

You can configure DIDs and assign agent PIN names for your convenience. These configurations do not affect the OfficeServ System.

Add Agent PIN

Select [Miscellaneous] → [Add Agent PIN] and display the following window:

Add Reset

Number	Agent PIN	PIN Name
1	1004	Diana
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

- Agent PIN value should be 4-digit-long between 0000~9999. If an agent PIN already exists, it won't be inserted.

Enter pairs of (Agent PIN, PIN Name) and Click [Add]. The 'PIN Name' will be displayed next to the 'Agent PIN' in agent related monitoring screens and reports.
PIN Name should be less than 12 characters.

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Modify/Delete Agent PIN

Select [Miscellaneous] → [Modify/Delete Agent PIN] and display the following window:

Change Delete

Select	Number	Agent PIN	PIN Name
☐	1	1000	Ann
☐	2	1001	Boris
☐	3	1002	Charles
☐	4	1004	Diana

- Agent PIN value should be 4-digit-long between 0000~9999.

If you want modify an entry, select the checkbox and edit the entry.
Then, click [Change].
If you want to delete some entries, select the checkboxes and click [Delete].

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Configure DID

Select [Miscellaneous] → [Configure DID] and display the following window:

1 / 1 Save

Show	Number	DID Digit	DID Name	DID Group Name
☑	1	2***		A Inc.
☐	2	3***		A Inc.
☑	3	5***		E Inc.
☐	4	8***		E Inc.

First Prev Next Last

You can select the DID to be shown in the DID reports.
And, asign a DID to a group.
The DID group name will be shown in the DID reports and you can generate DID reports by DID groups.

Configure DID Group

Select [Miscellaneous] → [Configure DID Group] and display the following window:

Add Change Delete

Select	Number	DID Group Name
☐	1	A Inc.
☐	2	B Inc.
☐	3	C Inc.
☐	4	D Inc.
☐	5	E Inc.

You can create DID group just for OfficeServ DataView. This configuration has no relations to the OfficeServ system configuration.
You can create a DID group and assing DIDs into it in [Configure DID] page.
You can change the DID name or delete it.

CHECK

Modify/Delete DID groups in use

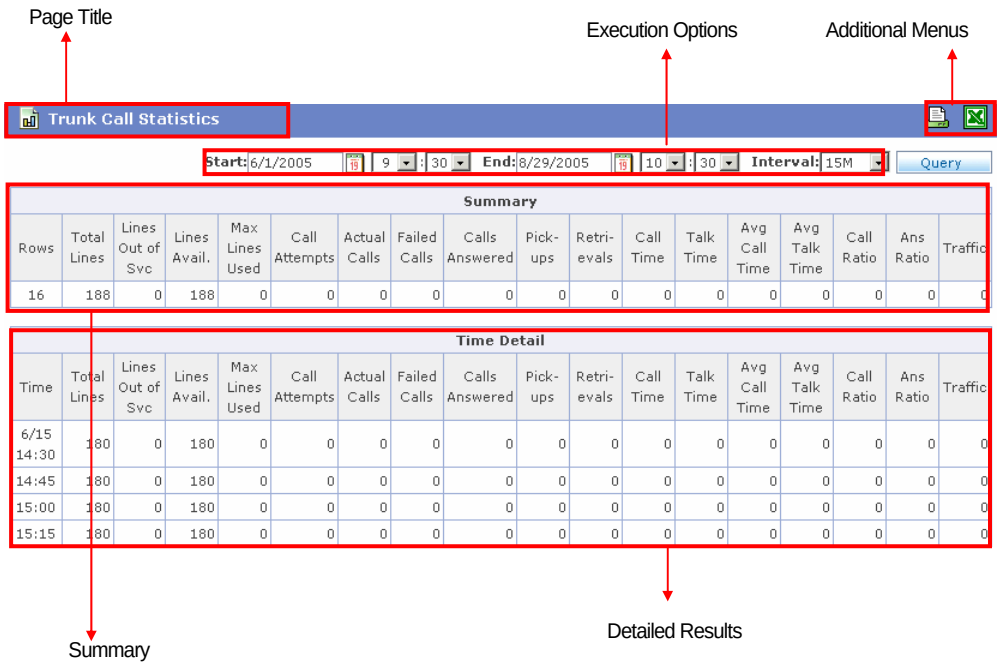
When you change or delete a DID group, it does not affect DID configuration automatically. You need to configure DID again in [Configure DID] page after modifing or deleting DID groups in use.

CHAPTER 4. Statistics

This chapter describes the statistics function of the OfficeServ DataView Web page.

Statistics Window Layout

You can use the statistics function after connecting and logging in to the OfficeServ DataView homepage.
The general layout of a statistics window is shown below:



Page Title

The selected submenu is displayed as the title.

Additional Menus

The two menus below are provided as additional menus. Refer to the 'Additional Menu' section of this chapter for detailed descriptions.

Menu	Description
	Print the report.
	Export the report into the Microsoft Excel.

Execution Options

This section of the window allows you to set a statistics option and to start or stop the statistics process. The [From~To] option is applied to all statistics pages, and additional options may be provided depending on the statistics item. Refer to the 'Execution Option Setup' section of this chapter.

Sum

This section of the window displays the sum of each statistical item.

Detailed Results

This section of the window displays detailed statistics results for the selected submenu.

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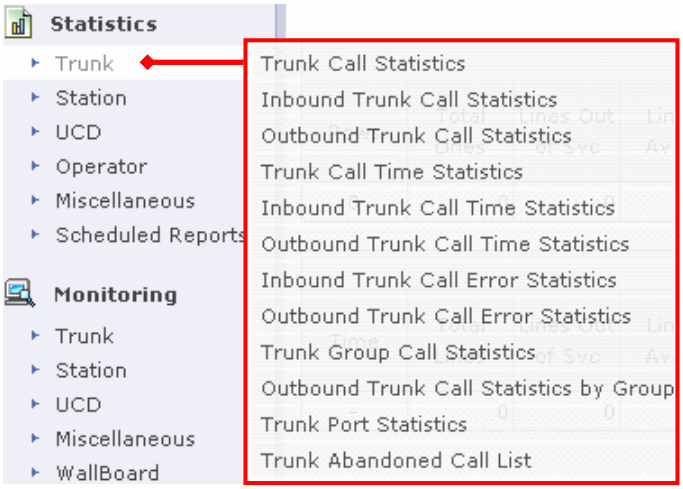
Selecting a Statistics Item

Statistics windows display data generated by the OfficeServ system and saved in the DB, based on various criteria such as trunk and station. You can select a statistics item by placing the mouse pointer over a main menu and clicking a submenu from the list displayed.



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Statistics Item

Statistics items are categorized into six main menus, Trunk, Station, UCD, Operator, Miscellaneous and Scheduled Report, and are further categorized into fifty one submenus.

Statistics

Trunk	Station
· Trunk Call Statistics · Inbound Trunk Call Statistics · Outbound Trunk Call Statistics · Trunk Call Time Statistics · Inbound Trunk Call Time Statistics · Outbound Trunk Call Time Statistics · Inbound Trunk Call Error Statistics · Outbound Trunk Call Error Statistics · Trunk Group Call Statistics · Outbound Trunk Call Statistics by Group · Trunk Port Statistics · Trunk Abandoned Call List	· Station Call Statistics · Inbound Station Call Statistics · Outbound Station Call Statistics · Inbound Station Call Breakdown · Outbound Station Call Breakdown · Outbound Station Call Error Statistics · Station Feature Code Usage Statistics · Station Group Call Statistics · Inbound Station Call Statistics by Group · Inbd Station Call Breakdown by Group · Station Port Statistics
UCD	**Operator**
· UCD Call Statistics · UCD Group Call Statistics · UCD Call Statistics by Group · UCD Agent Statistics Summary · UCD Group Statistics Summary · UCD Agent Statistics by Group · UCD Agent Counts Detailed Statistics · UCD Agent Times Detailed Statistics · UCD Call Time Statistics · UCD Group Call Time Statistics · UCD Wait Time Statistics · UCD Group Wait Time Statistics · UCD Group Abandoned Call List	· Operator Group Call Statistics · Operator Group Call Breakdown · Operator Call Time Statistics · Operator Call Time Stats by Ring Plan · Operator Port Call Statistics · Operator Port Call Breakdown
Miscellaneous	**Scheduled Reports**
· VM/AA Group Statistics · VM/AA Group Error Statistics · DID Statistics · DID Statistics by DID Group · Detailed DID Statistics	· Daily Trunk Report · Daily UCD Report · Weekly Trunk Report · Weekly UCD Report · Monthly Trunk Report · Monthly UCD Report

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Additional Menus

Print

Click the Print( ) icon from the additional menus to print a statistics window. The following figure shows an example of clicking the Print icon of a Trunk Overall Statistics window:

Trunk Call Statistics

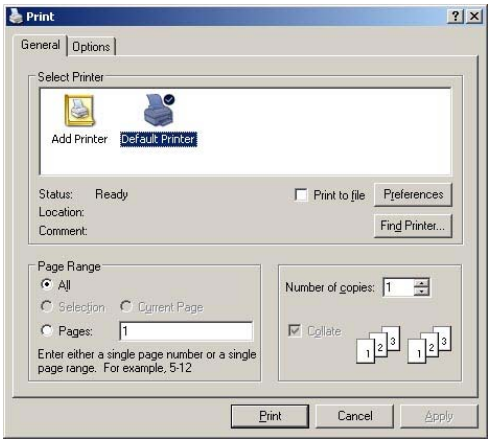
Period : 9/1/2005 09:30 ~ 9/4/2005 13:45 Print Time : 9/5/2005 08:15

Summary																	
Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio	Traffic
2	188	0	188	2	18	18	0	10	0	0	0:01:39	0:00:40	0:00:06	0:00:04	100.0%	55.6%	0.055

Time Detail																	
Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio	Traffic
9/4 13:30	188	0	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13:45	188	0	188	2	18	18	0	10	0	0	0:01:39	0:00:40	0:00:06	0:00:04	100.0%	55.6%	0.11

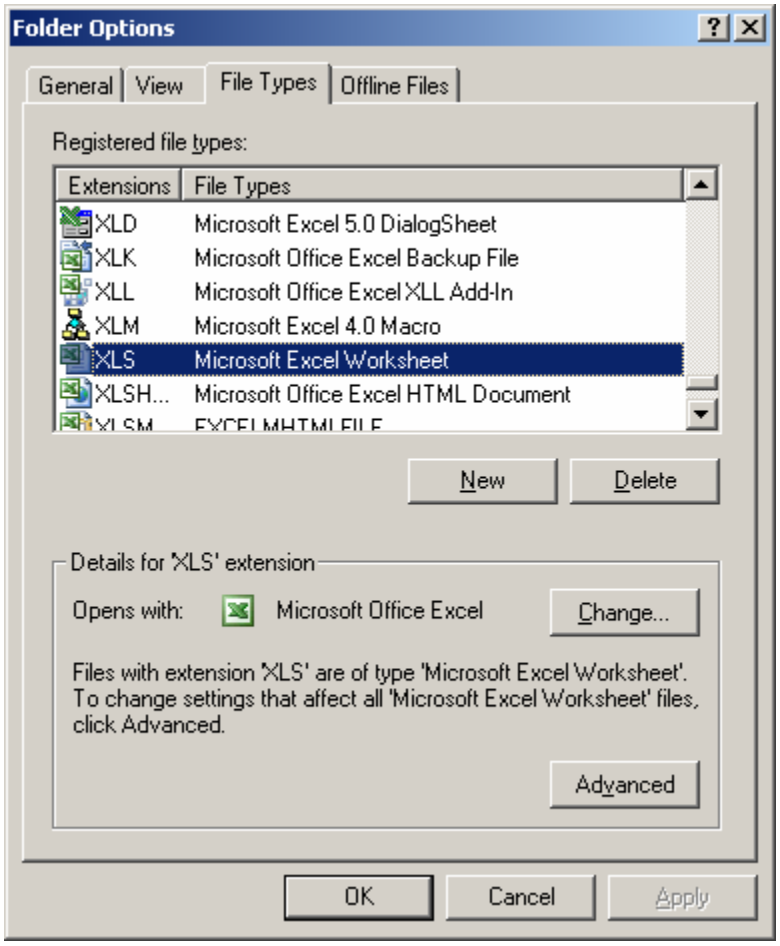
A page for printing is created with the title on the upper middle section, the data retrieval period on the upper left section, and the printing date on the upper right section of the page. The sum and detailed results are expressed in black and white colors.

The <Print> window appears over the new page. Click the [Print] to start printing.



Export to Excel

Click the Export to Excel ( ) icon from the additional menus to export a report into Microsoft Excel. Note that it works only when you have the Microsoft Excel properly installed on your PC.
If the report opens with the Internet Explorer, you need to modify the file option.
Open the Windows Explorer and select [Tools] -> [Folder Option].
The select the [File Types] tab, select [XLS] from the [Registered file types] list, and click the [Advanced] button



When the [Edit File Type] dialog open, clear this option.

- Browse in same window

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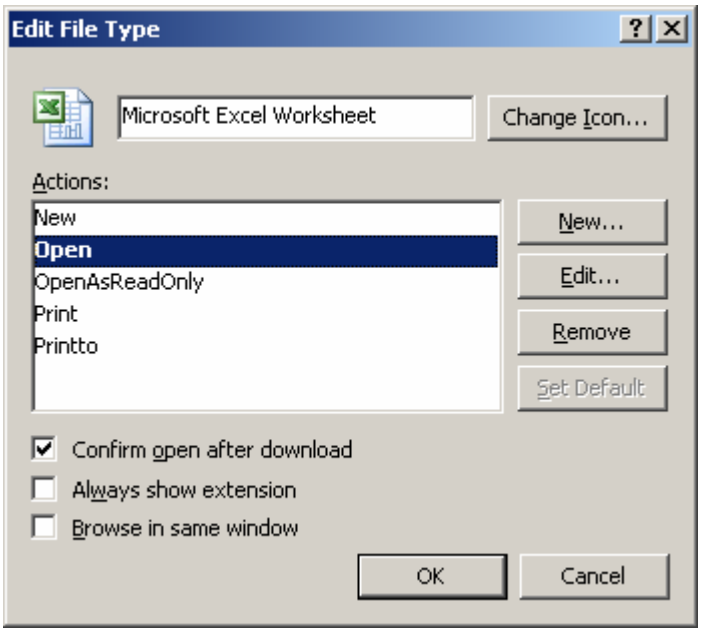
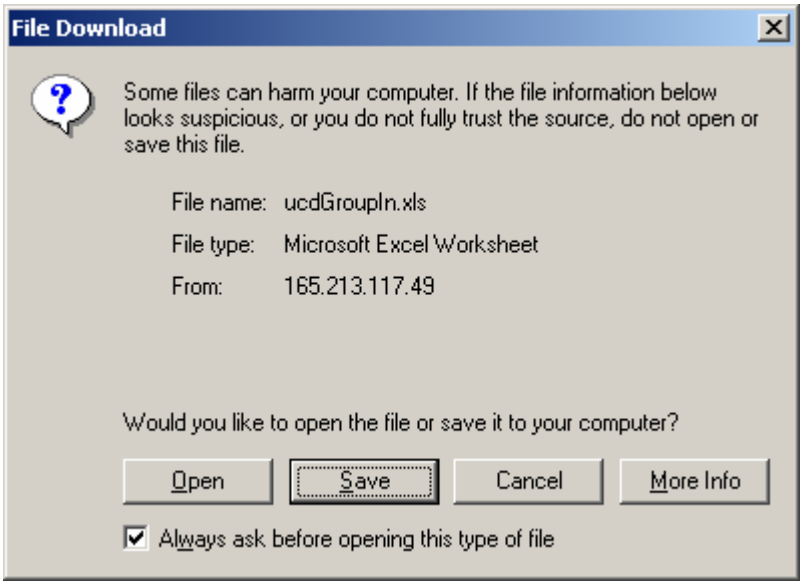


Whenever you export a report into Excel, you will see the download warning.



If you don't want to see the file download warning anymore, clear this option.

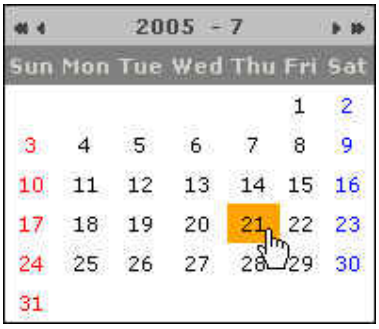
- Confirm open after download

Execution Option Setup

The [From ~ To] option is used for setting the scope of data to be retrieved, and the [Each] option is used for setting the data to be displayed on each row of the Each Time table. Additional options may be provided depending on the statistics item.

The procedure for setting the execution options is as follows:

1. Start Date: Click the calendar icon( ) next to the start date edit box to display a calendar window shown below. Select the start date from the window and double click it.



2. Start Time: Click combos box next to the calender icon option of [Start] option and select the time(0~23 hour, 00~45 minute).

3. End Date: Click the calendar icon next to the [To] option and select the end date.

4. End Time: Click combos box next to the calender icon option of [End] option and select the time(0~23 hour, 00~45 minute).

5. Detailed Results: Select 15min, 30min, 1hour, day, week, or month from the [Each] option to display the selected value as a row of the Each Time table.

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Trunk Statistics

This section describes the statistics on trunks of the OfficeServ system.

Trunk Call Statistics

This menu allows you to verify the overall statistics and the time-based statistics on trunk calls. Select the [Trunk Call Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

Summary																	
Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio	Traffic
23	188	0	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail																	
Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio	Traffic
5/9 16:30	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
Max Lines Used	Maximum number of lines used
Call Attempts	Number of seizure attempts
Actual Calls	Number of successful seizures
Failed Calls	Number of failures
Calls Answered	Number of successful calls
Pick-ups	Number of Pickup calls
Retrievals	Number of calls retrieved by different subscriber from the one who held the call

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Column	Description
Call Time	Seizure duration
Talk Time	Call duration
Avg Call Time	Average seizure duration (Call Time / Calls Answered)
Avg Talk Time	Average call duration (Talk Time / Calls Answered)
Call Ratio	Seizure success ratio (Actual Calls / Call Attempts * 100)
Ans Ratio	Call success ratio (Total Calls / Call Attempts * 100)
Traffic(Erlang)	Traffic (Call Time / Report Time * Lines Used)

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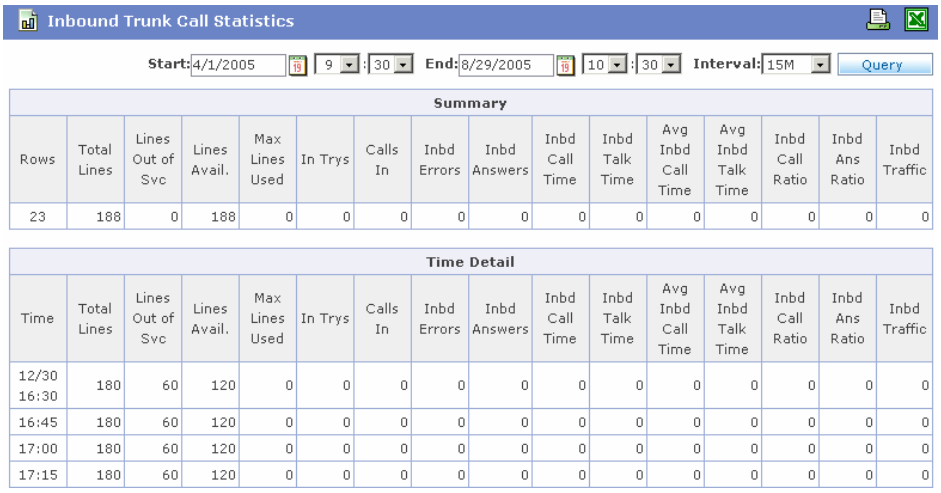
Inbound Trunk Call Statistics

This menu allows you to verify the overall statistics and the time-based statistics on trunk inbound calls. Select the [Inbound Trunk Call Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	In Trys	Calls In	Inbd Errors	Inbd Answers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Call Ratio	Inbd Ans Ratio	Inbd Traffic
23	188	0	188	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	In Trys	Calls In	Inbd Errors	Inbd Answers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Call Ratio	Inbd Ans Ratio	Inbd Traffic
12/30 16:30	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0
16:45	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0
17:00	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0
17:15	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
Max Lines Used	Maximum number of lines used
In Trys	Number of seizure attempts of inbound calls
Calls In	Number of successful seizures of inbound calls
Inbd Errors	Number of inbound calls failed
Inbd Answers	Number of successful inbound calls
Inbd Call Time	Seizure duration of inbound calls
Inbd Talk Time	Inbound call duration
Avg Inbd Call Time	Average seizure duration of inbound calls (Inbound Call Time / Inbound Answers)

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Avg Inbd Talk Time	Average inbound call duration (Inbound Talk Time / Inbound Calls)
Inbd Call Ratio	Seizure success ratio of inbound calls (Inbound Attempts / Inbound Calls * 100)
Inbd Ans Ratio	Inbound call success ratio (Inbound Calls / Inbound Answers * 100)
Inbd Traffic(Erlang)	Inbound call traffic (Inbound Call Time / Report Time * Lines Used)

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Outbound Trunk Call Statistics

This menu allows you to verify the overall statistics and the time-based statistics on trunk outbound calls. Select the [Outbound Trunk Call Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
23	188	0	188	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
5/9 16:30	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0
16:45	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0
17:00	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0
17:15	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0
17:30	180	60	120	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
Max Lines Used	Maximum number of lines used
Outbd Attempts	Number of seizure attempts of outbound calls
Outbd Calls	Number of successful seizures of outbound calls
Outbd Errors	Number of outbound calls failed
Outbd Answers	Number of successful outbound calls
Outbd Call Time	Seizure duration of outbound calls
Outbd Talk Time	Outbound call duration

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Avg Out Call Time	Average seizure duration of outbound calls (Outbound Call Time / Outbound Calls)
Avg Out Talk Time	Average outbound call duration (Outbound Talk Time / Outbound Calls)
Outbd Call Ratio	Seizure success ratio of outbound calls (Outbound Calls / Outbound Attempts * 100)
Outbd Ans Ratio	Outbound call success ratio (Outbound Calls / Outbound Answers * 100)
Out Traffic(Erlang)	Outbound call traffic (Outbound Call Time / Report Time * Lines Used)

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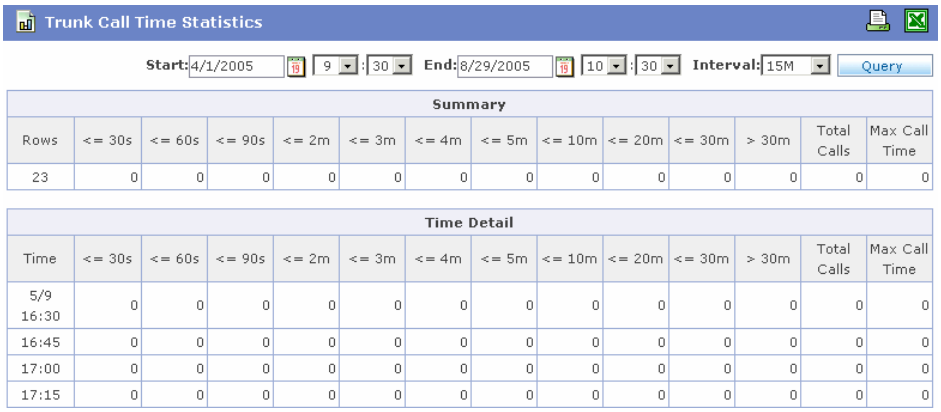
Trunk Call Time Statistics

This menu allows you to verify the statistics on the distribution of trunk calls based on call duration and time zone. Select the [Trunk Call Time Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].



Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time(The first and last rows indicate detailed time.)
<= 30 s	Number of calls whose duration is less than or equal to 30 seconds
<= 60 s	Number of calls whose duration is less than or equal to 60 seconds
<= 90 s	Number of calls whose duration is less than or equal to 90 seconds
<= 2 m	Number of calls whose duration is less than or equal to 2 minutes
<= 3 m	Number of calls whose duration is less than or equal to 3 minutes
<= 4 m	Number of calls whose duration is less than or equal to 4 minutes
<= 5 m	Number of calls whose duration is less than or equal to 5 minutes
<= 10 m	Number of calls whose duration is less than or equal to 10 minutes
<= 20 m	Number of calls whose duration is less than or equal to 20 minutes

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<= 30 m	Number of calls whose duration is less than or equal to 30 minutes
> 30 m	Number of calls whose duration is greater than 30 minutes
Total Calls	Total number of calls
Max Call Time	Maximum call duration

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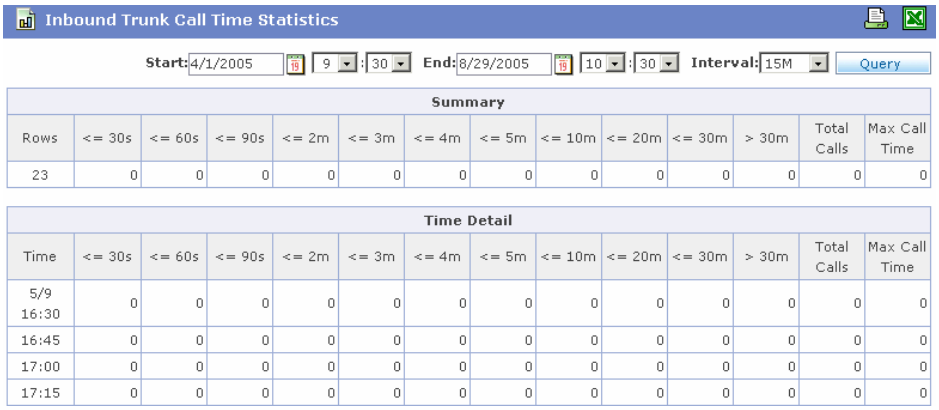
Inbound Trunk Call Time Statistics

This menu allows you to verify the statistics on the distribution of trunk inbound calls based on call duration and time zone. Select the [Inbound Trunk Call Time Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
23	0	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	0	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time(The first and last rows indicate detailed time.)
<= 30 s	Number of inbound calls whose duration is less than or equal to 30 seconds
<= 60 s	Number of inbound calls whose duration is less than or equal to 60 seconds
<= 90 s	Number of inbound calls whose duration is less than or equal to 90 seconds
<= 2 m	Number of inbound calls whose duration is less than or equal to 2 minutes
<= 3 m	Number of inbound calls whose duration is less than or equal to 3 minutes
<= 4 m	Number of inbound calls whose duration is less than or equal to 4 minutes
<= 5 m	Number of inbound calls whose duration is less than or equal to 5 minutes

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<= 10 m	Number of inbound calls whose duration is less than or equal to 10 minutes
<= 20 m	Number of inbound calls whose duration is less than or equal to 20 minutes
<= 30 m	Number of inbound calls whose duration is less than or equal to 30 minutes
> 30 m	Number of inbound calls whose duration is greater than 30 minutes
Total Calls	Total number of inbound calls
Max Call Time	Maximum inbound call duration

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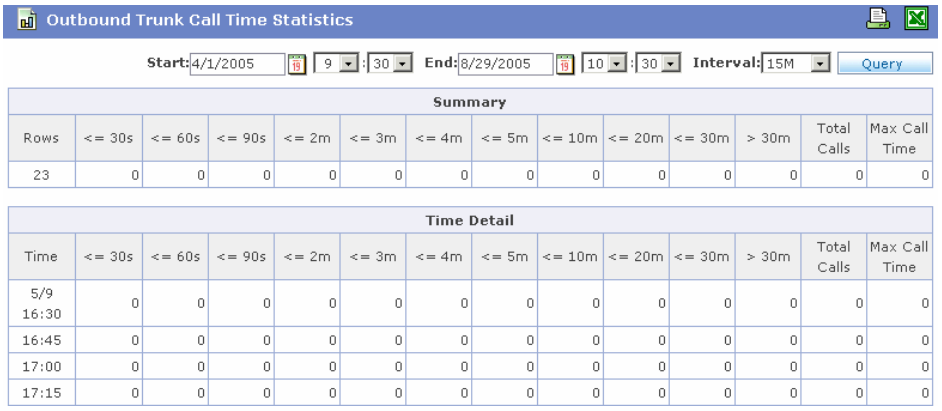
Outbound Trunk Call Time Statistics

This menu allows you to verify the statistics on the distribution of trunk outbound calls based on call duration and time zone. Select the [Outbound Trunk Call Time Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
23	0	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	<= 30s	<= 60s	<= 90s	<= 2m	<= 3m	<= 4m	<= 5m	<= 10m	<= 20m	<= 30m	> 30m	Total Calls	Max Call Time
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	0	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time(The first and last rows indicate detailed time.)
<= 30 s	Number of outbound calls whose duration is less than or equal to 30 seconds
<= 60 s	Number of outbound calls whose duration is less than or equal to 60 seconds
<= 90 s	Number of outbound calls whose duration is less than or equal to 90 seconds
<= 2 m	Number of outbound calls whose duration is less than or equal to 2 minutes
<= 3 m	Number of outbound calls whose duration is less than or equal to 3 minutes
<= 4 m	Number of outbound calls whose duration is less than or equal to 4 minutes
<= 5 m	Number of outbound calls whose duration is less than or equal to 5 minutes

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<= 10 m	Number of outbound calls whose duration is less than or equal to 10 minutes
<= 20 m	Number of outbound calls whose duration is less than or equal to 20 minutes
<= 30 m	Number of outbound calls whose duration is less than or equal to 30 minutes
> 30 m	Number of outbound calls whose duration is greater than 30 minutes
Total Calls	Total number of outbound calls
Max Call Time	Maximum outbound call duration

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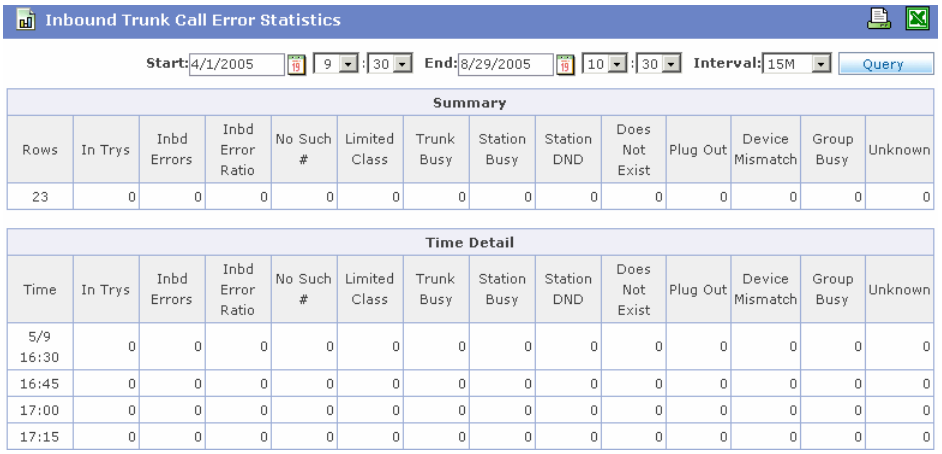
Inbound Trunk Call Error Statistics

This menu allows you to verify the overall statistics and the time-based statistics on failed trunk inbound calls. Select the [Inbound Trunk Call Error Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	In Trys	Inbd Errors	Inbd Error Ratio	No Such #	Limited Class	Trunk Busy	Station Busy	Station DND	Does Not Exist	Plug Out	Device Mismatch	Group Busy	Unknown
23	0	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	In Trys	Inbd Errors	Inbd Error Ratio	No Such #	Limited Class	Trunk Busy	Station Busy	Station DND	Does Not Exist	Plug Out	Device Mismatch	Group Busy	Unknown
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	0	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
In Trys	Number of seizure attempts of inbound calls
Inbd Errors	Number of failed inbound calls
Inbd Error Ratio	Inbound failure ratio (Inbound Errors / Inbound Attempts * 100)
No Such #	Inexistent phone number
Limited Class	Limited class
Trunk Busy	Trunk is busy.
Station Busy	Station is busy.
Station DND	Station DND (Do Not Disturb)
Does Not Exist	No more stations
Plug Out	Unplugged
Device Mismatch	Device is invalid.
Group Busy	Group is busy

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Unknown	Unknown

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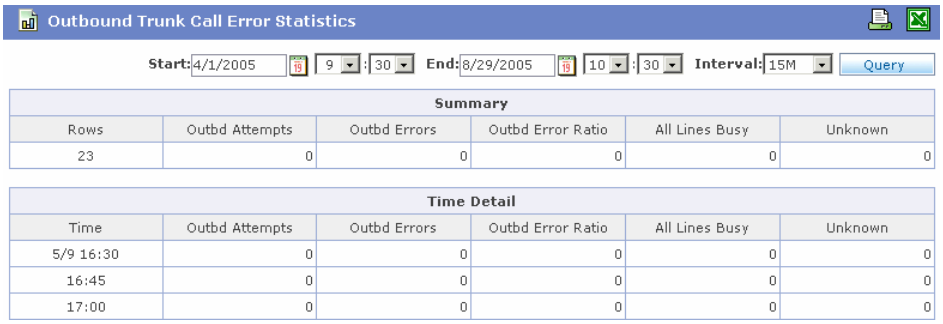
Outbound Trunk Call Error Statistics

This menu allows you to verify the overall statistics and the time-based statistics on failed trunk outbound calls. Select the [Outbound Trunk Call Error Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].



Columns of the Total Summary table and Each Time table are described below:

Column	Description
Record Cnt	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Outbd Attempts	Number of seizure attempts of outbound calls
Outbd Error	Number of failed outbound calls
Outbd Error Ratio	Outbound failure ratio (Outbound Errors / Outbound Attempts * 100)
All Lines Busy	All lines are busy
Unknown	Unknown

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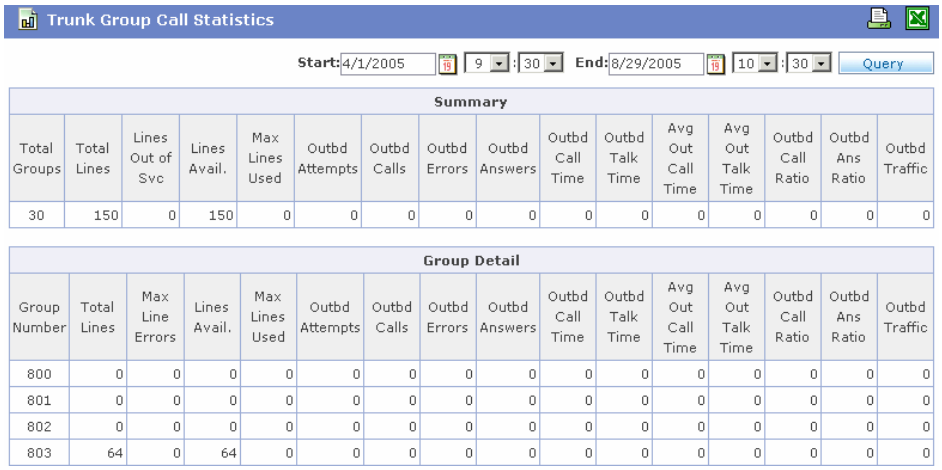
Trunk Group Call Statistics

This menu allows you to verify the overall statistics and the group-based statistics on trunk outbound calls. Select the [Trunk Group Call Statistics] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].



Summary

Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
30	150	0	150	0	0	0	0	0	0	0	0	0	0	0	0

Group Detail

Group Number	Total Lines	Max Line Errors	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
800	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
801	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
802	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
803	64	0	64	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Groups	Total number of groups
Group Number	Group Number
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
Max Lines Used	Maximum number of lines used
Outbd Attempts	Number of seizure attempts of outbound calls
Outbd Calls	Number of successful seizures of outbound calls
Outbd Errors	Number of failures of outbound calls
Outbd Answers	Number of successful outbound calls
Outbd Call Time	Seizure duration of outbound calls
Outbd Talk Time	Outbound call duration
Avg Out Call Time	Average seizure duration of outbound calls (Outbound Call Time / Outbound Calls)

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Avg Out Talk Time	Average outbound call duration (Outbound Talk Time / Outbound Calls)
Outbd Call Ratio	Seizure success ratio of outbound calls (Outbound Calls / Outbound Attempts * 100)
Outbd Ans Ratio	Outbound call success ratio (Outbound Calls / Outbound Answers * 100)
Outbd Traffic(Erlang)	Outbound call traffic (Outbound Call Time / Report Time * Lines Used)

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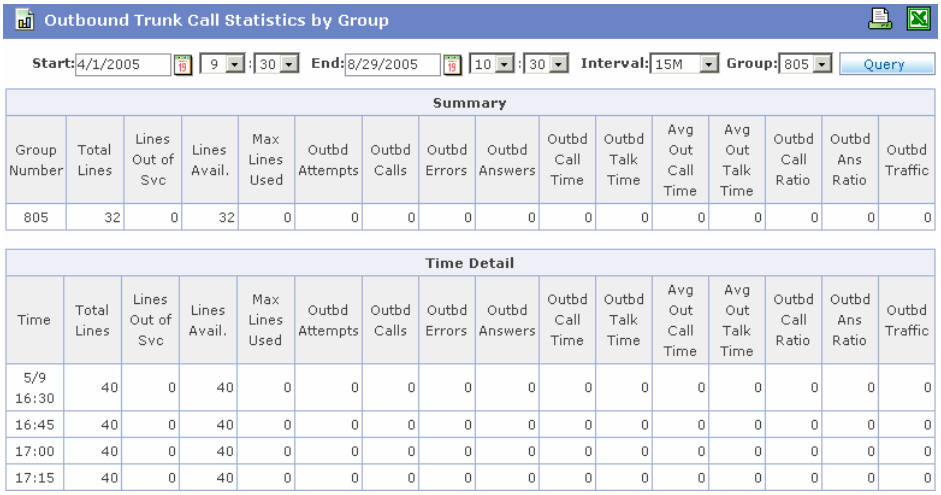
Outbound Trunk Call Statistics by Group

This menu allows you to verify the overall statistics and the time-based statistics on outbound calls of a specific trunk group. Select the [Outbound Trunk Call Statistics by Group] submenu of the Trunk menu.

Select the target time period and trunk group from the execution options and click [Query].



Outbound Trunk Call Statistics by Group

Start: 4/1/2005 9 : 30 End: 8/29/2005 10 : 30 Interval: 15M Group: 805 Query

Summary

Group Number	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
805	32	0	32	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Outbd Attempts	Outbd Calls	Outbd Errors	Outbd Answers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Outbd Call Ratio	Outbd Ans Ratio	Outbd Traffic
5/9 16:30	40	0	40	0	0	0	0	0	0	0	0	0	0	0	0
16:45	40	0	40	0	0	0	0	0	0	0	0	0	0	0	0
17:00	40	0	40	0	0	0	0	0	0	0	0	0	0	0	0
17:15	40	0	40	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Group Number	Group Number
Time	Time (The first and last rows indicate detailed time.)
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
Max Lines Used	Maximum number of lines used
Outbd Attempts	Number of seizure attempts of outbound calls
Outbd Calls	Number of successful seizures of outbound calls
Outbd Errors	Number of failures of outbound calls
Outbd Answers	Number of successful outbound calls
Outbd Call Time	Seizure duration of outbound calls
Outbd Talk Time	Outbound call duration

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Avg Out Call Time	Average seizure duration of outbound calls (Outbound Call Time / Outbound Calls)
Avg Out Talk Time	Average outbound call duration (Outbound Talk Time / Outbound Calls)
Outbd Call Ratio	Seizure success ratio of outbound calls (Outbound Calls / Outbound Attempts * 100)
Outbd Ans Ratio	Outbound call success ratio (Outbound Calls / Outbound Answers * 100)
Outbd Traffic(Erlang)	Outbound call traffic (Outbound Call Time / Report Time * Lines Used)

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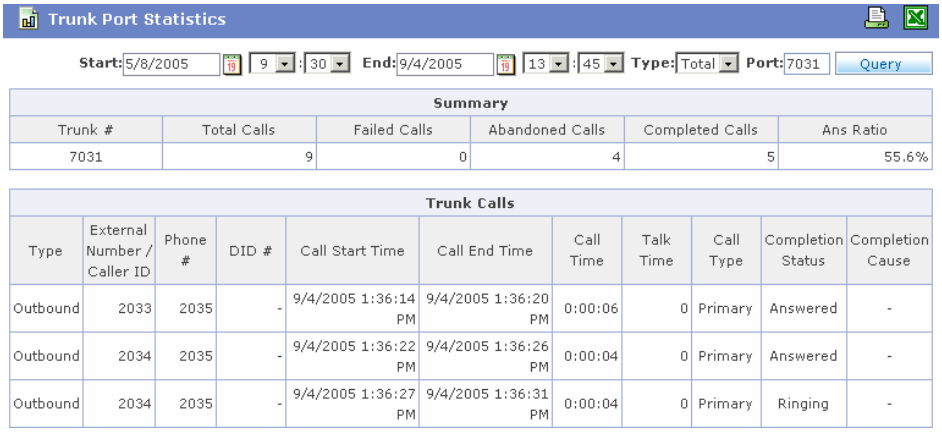
Trunk Port Statistics

This menu allows you to verify the overall statistics on and calling list of a specific trunk port. Select the [Trunk Port Statistics] submenu of the Trunk menu.

Select the target time period, type and port from the execution options and click [Query].



Summary

Trunk #	Total Calls	Failed Calls	Abandoned Calls	Completed Calls	Ans Ratio
7031	9	0	4	5	55.6%

Trunk Calls

Type	External Number / Caller ID	Phone #	DID #	Call Start Time	Call End Time	Call Time	Talk Time	Call Type	Completion Status	Completion Cause
Outbound	2033	2035	-	9/4/2005 1:36:14 PM	9/4/2005 1:36:20 PM	0:00:06	0	Primary	Answered	-
Outbound	2034	2035	-	9/4/2005 1:36:22 PM	9/4/2005 1:36:26 PM	0:00:04	0	Primary	Answered	-
Outbound	2034	2035	-	9/4/2005 1:36:27 PM	9/4/2005 1:36:31 PM	0:00:04	0	Primary	Ringing	-

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Trunk #	Trunk phone number
Total Calls	Number of seizures
Failed Calls	Number of failures
Abandoned Calls	Number of calls hung up while ringing
Completed Calls	Number of successful calls
Ans Ratio	Call success ratio (Total Calls / Call Attempts * 100)
Type	Inbound/Outbound
External Number/Caller ID	External Number
Phone #	Phone number
DID #	DID(Direct Inward Dialing) Number
Call Start Time	Seizure start time
Call End Time	Seizure end time
Call Time	Seizure duration

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Talk Time	Call duration
Call Type	Call type(Primary/Recall/Callback/Overflow/Consultation/Transfer /Conference/Pickup/Unknown)
Completion Status	End status(Fail/Hook Off/Ring/Connected/Queuing/External Outbound/External Answer/Hold)
Completion Cause	Cause of end

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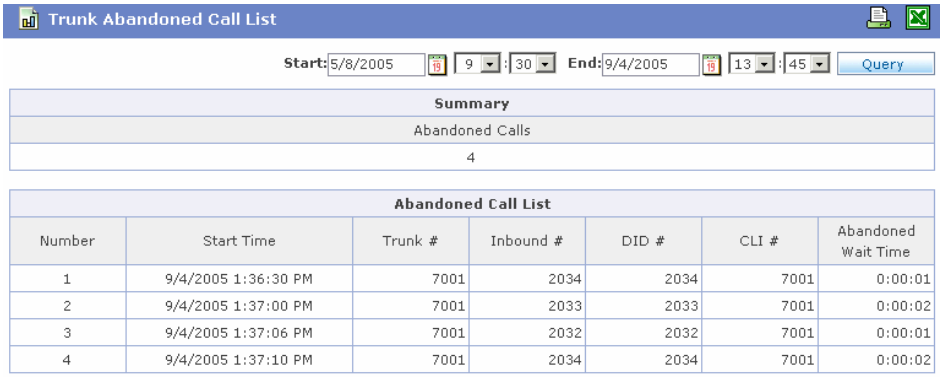
Trunk Abandoned Call List

This menu allows you to verify the list of trunk abandoned calls. Select the [Trunk Abandoned Call List] submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].



Summary
Abandoned Calls
4

Abandoned Call List						
Number	Start Time	Trunk #	Inbound #	DID #	CLI #	Abandoned Wait Time
1	9/4/2005 1:36:30 PM	7001	2034	2034	7001	0:00:01
2	9/4/2005 1:37:00 PM	7001	2033	2033	7001	0:00:02
3	9/4/2005 1:37:06 PM	7001	2032	2032	7001	0:00:01
4	9/4/2005 1:37:10 PM	7001	2034	2034	7001	0:00:02

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Abandoned Calls	Total number of abandoned calls
Number	Record number
Start Time	Start time
Trunk #	Trunk phone number
Inbound #	Inbound phone number
DID #	DID number
CLI #	CID (Caller Identification) number
Abandoned Wait Time	Waiting time of abandoned calls

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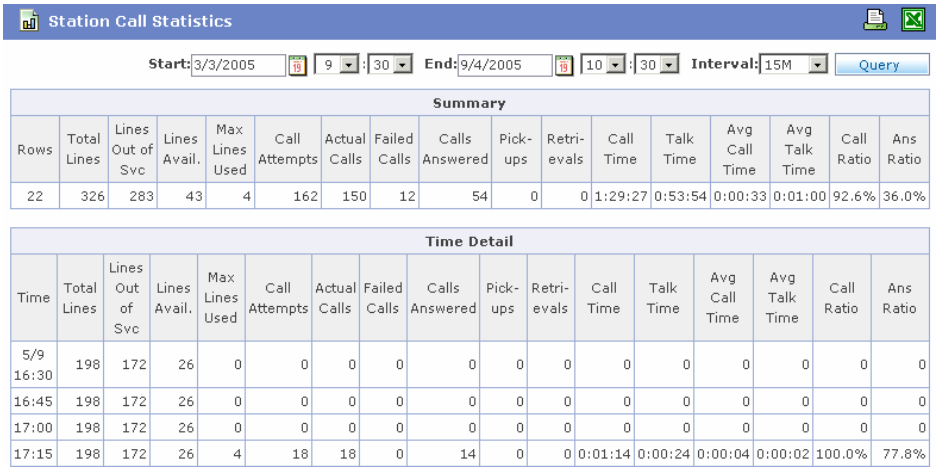
Station Statistics

This section describes the statistics on stations of the OfficeServ system.

Station Call Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station calls. Select the [Station Call Statistics] submenu of the Station menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio
22	326	283	43	4	162	150	12	54	0	0	1:29:27	0:53:54	0:00:33	0:01:00	92.6%	36.0%

Time Detail

Time	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	Call Attempts	Actual Calls	Failed Calls	Calls Answered	Pick-ups	Retri-evals	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Call Ratio	Ans Ratio
5/9 16:30	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	198	172	26	4	18	18	0	14	0	0	0:01:14	0:00:24	0:00:04	0:00:02	100.0%	77.8%

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Line Avail.	Number of available lines
Max Lines Used	Maximum number of lines used
Call Attempts	Number of inbound/outbound attempts
Actual Calls	Number of successful inbound/outbound calls
Failed Calls	Number of failures
Calls Answered	Number of successful calls

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Column	Description
Pick-ups	Number of calls picked up
Retrievals	Number of calls retrieved by different subscriber from the one who held the call
Call Time	Seizure duration
Talk Time	Call duration
Avg Call Time	Average seizure duration (Call Time / Calls Answered)
Avg Talk Time	Average call duration (Talk Time / Calls Answered)
Call Ratio	Inbound/Outbound success ratio (Calls / Attempts * 100)
Ans Ratio	Call success ratio (Total Calls / Calls Answered * 100)

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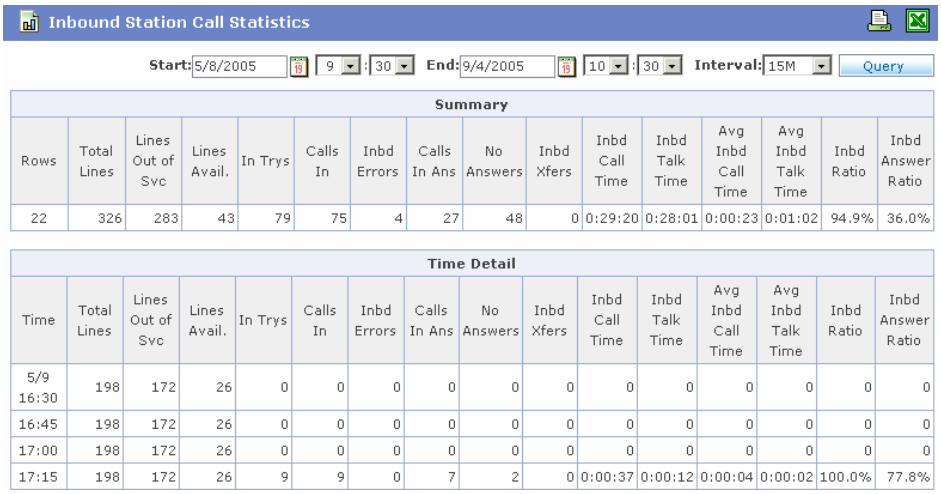
Inbound Station Call Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station inbound calls. Select the [Inbound Station Call Statistics] submenu of the Station menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	Inbd Errors	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
22	326	283	43	79	75	4	27	48	0	0:29:20	0:28:01	0:00:23	0:01:02	94.9%	36.0%

Time Detail

Time	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	Inbd Errors	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
5/9 16:30	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0
16:45	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0
17:00	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0
17:15	198	172	26	9	9	0	7	2	0	0:00:37	0:00:12	0:00:04	0:00:02	100.0%	77.8%

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
In Trys	Number of inbound requests
Calls In	Number of successful inbound calls
Inbd Errors	Number of inbound calls failed
Calls In Ans	Number of answered inbound calls
No Answers	Number of unanswered inbound calls
Inbd Xfers	Number of inbound transfers
Inbd Call Time	Number of seizure duration of inbound calls
Inbd Talk Time	Inbound call duration

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Avg Inbd Call Time	Average seizure duration of inbound calls (Inbound Call Time / Inbound Answers)
Avg Inbd Talk Time	Average inbound call duration (Inbound Talk Time / Answered Calls (Inbound))
Inbd Ratio	Inbound success ratio (Inbound Attempts / Inbound Calls * 100)
Inbd Answer Ratio	Inbound answer ratio (Inbound Calls Answered / Inbound Calls * 100)

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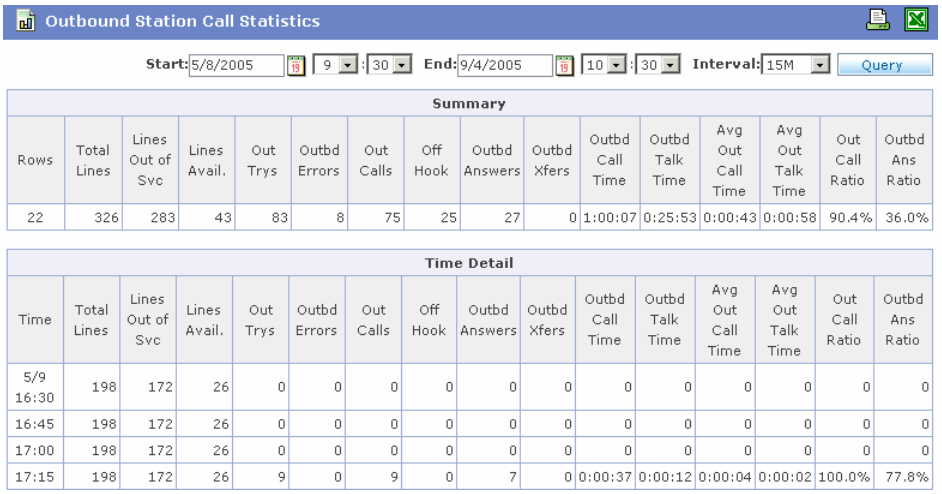
Outbound Station Call Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station outbound calls. Select the [Outbound Station Call Statistics] submenu of the Station menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Lines	Lines Out of Svc	Lines Avail.	Out Trys	Outbd Errors	Out Calls	Off Hook	Outbd Answers	Outbd Xfers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Out Call Ratio	Outbd Ans Ratio
22	326	283	43	83	8	75	25	27	0	1:00:07	0:25:53	0:00:43	0:00:58	90.4%	36.0%

Time Detail

Time	Total Lines	Lines Out of Svc	Lines Avail.	Out Trys	Outbd Errors	Out Calls	Off Hook	Outbd Answers	Outbd Xfers	Outbd Call Time	Outbd Talk Time	Avg Out Call Time	Avg Out Talk Time	Out Call Ratio	Outbd Ans Ratio
5/9 16:30	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0
16:45	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0
17:00	198	172	26	0	0	0	0	0	0	0	0	0	0	0	0
17:15	198	172	26	9	0	9	0	7	0	0:00:37	0:00:12	0:00:04	0:00:02	100.0%	77.8%

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
Out Trys	Number of attempts of outbound calls
Outbd Errors	Number of outbound calls failed
Out Calls	Number of successful outbound calls
Off Hook	Number of hook-off cases
Outbd Answers	Number of outbound calls
Outbd Xfers	Number of outbound transfers
Outbd Call Time	Number of seizure duration of outbound calls
Outbd Talk Time	Outbound call duration

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Avg Out Call Time	Average seizure duration of outbound calls (Outbound Call Time / Outbound Calls)
Avg Out Talk Time	Average outbound call duration (Outbound Talk Time / Outbound Calls)
Out Call Ratio	Outbound success ratio (Outbound Calls / Outbound Attempts * 100)
Outbd Ans Ratio	Outbound call ratio (Outbound Calls / Outbound Answers * 100)

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Inbound Station Call Breakdown

This menu allows you to verify the overall statistics and the time-based statistics on station inbound calls in detail. Select the [Inbound Station Call Breakdown] submenu of the Station menu.

Select the target time period from the execution options and click [Query].

Summary																		
Rows	Inbound (Internal)									Inbound (External)								
	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
22	79	75	27	0	0:29:20	0:28:01	0:01:02	94.9%	36.0%	0	0	0	0	0	0	0	0	0

Time Detail																		
Time	Inbound (Internal)									Inbound (External)								
	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	9	9	7	0	0:00:37	0:00:12	0:00:02	100.0%	77.8%	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Inbound(Internal)	Internal inbound
Inbound(External)	External inbound
In Trys	Number of inbound requests
Calls In	Number of successful inbound calls
Calls Ans	Number of calls answered
X-fers Out	Number of transfers
Call Time	Seizure duration
Talk Time	Call duration
Avg Talk Time	Average call duration (Talk Time / Calls Answered)
Inbd Ratio	Inbound success ratio (Inbound Attempts / Inbound Calls * 100)
Ans Ratio	Answer ratio (Calls Answered / Inbound Calls * 100)

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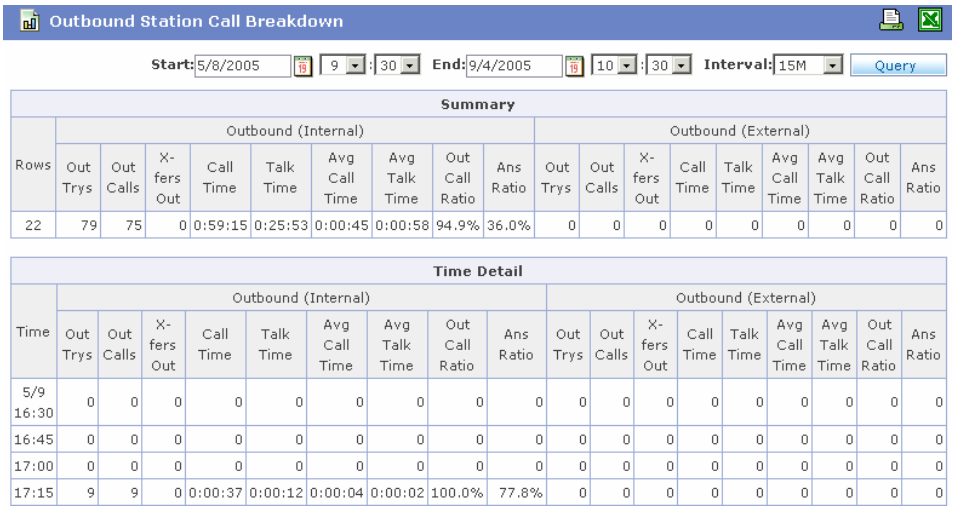
Outbound Station Call Breakdown

This menu allows you to verify the overall statistics and the time-based statistics on station outbound calls in detail. Select the [Outbound Station Call Breakdown] submenu of the Station menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Outbound (Internal)									Outbound (External)								
	Out Trys	Out Calls	X-fers Out	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Out Call Ratio	Ans Ratio	Out Trys	Out Calls	X-fers Out	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Out Call Ratio	Ans Ratio
22	79	75	0	0:59:15	0:25:53	0:00:45	0:00:58	94.9%	36.0%	0	0	0	0	0	0	0	0	0

Time Detail

Time	Outbound (Internal)									Outbound (External)								
	Out Trys	Out Calls	X-fers Out	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Out Call Ratio	Ans Ratio	Out Trys	Out Calls	X-fers Out	Call Time	Talk Time	Avg Call Time	Avg Talk Time	Out Call Ratio	Ans Ratio
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	9	9	0	0:00:37	0:00:12	0:00:04	0:00:02	100.0%	77.8%	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Outbound(Internal)	Internal Outbound
Outbound(External)	External outbound
Out Trys	Number of outbound attempts
Out Calls	Number of successful outbound calls
X-fer Out	Number of transfers
Call Time	Seizure duration
Talk Time	Call duration
Avg Call Time	Average seizure duration (Call Time / Calls Answered)
Avg Talk Time	Average call duration (Talk Time / Calls Answered)
Out Call Ratio	Outbound success ratio (Outbound Calls / Outbound Attempts * 100)

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Ans Ratio	Answer ratio (Total Calls / Calls Answered * 100)

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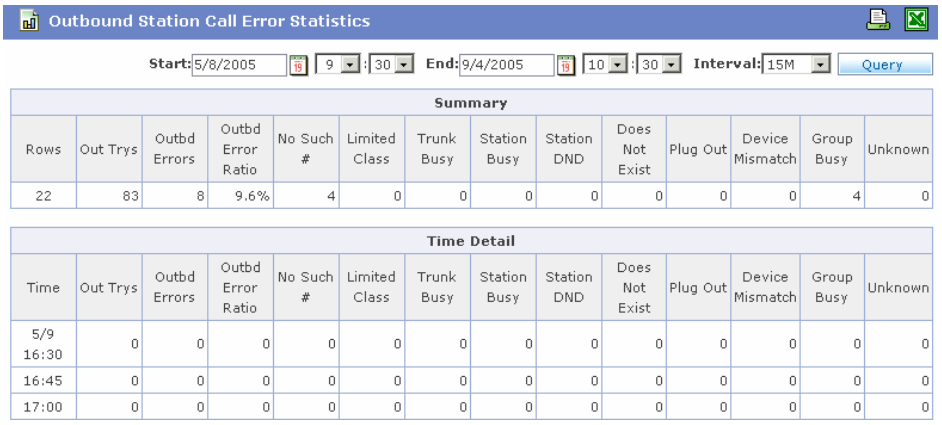
Outbound Station Call Error Statistics

This menu allows you to verify the overall statistics and the time-based statistics on failed station outbound calls. Select the [Outbound Station Call Error Statistics] submenu of the Station menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Out Trys	Outbd Errors	Outbd Error Ratio	No Such #	Limited Class	Trunk Busy	Station Busy	Station DND	Does Not Exist	Plug Out	Device Mismatch	Group Busy	Unknown
22	83	8	9.6%	4	0	0	0	0	0	0	0	4	0

Time Detail

Time	Out Trys	Outbd Errors	Outbd Error Ratio	No Such #	Limited Class	Trunk Busy	Station Busy	Station DND	Does Not Exist	Plug Out	Device Mismatch	Group Busy	Unknown
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Out Trys	Number of outbound attempts
Outbd Errors	Number of outbound failures
Outbd Error Ratio	Outbound failure ratio (Outbound Errors / Outbound Attempts * 100)
No Such #	Inexistent phone number
Limited Class	Limited class
Trunk Busy	Trunk is busy.
StationBusy	Station is busy.
Station DND	Station DND
Does Not Exist	No more stations
Plug Out	Unplugged
Device Mismatch	Device is invalid.
Group Busy	Group is busy.

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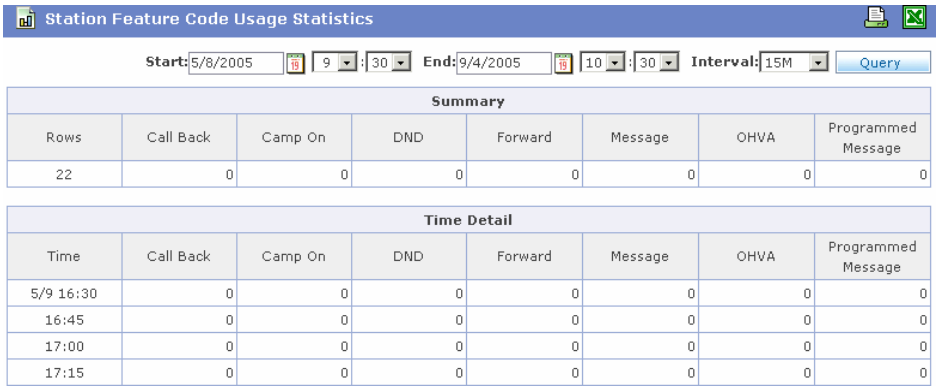
Unknown	Unknown

Station Feature Code Usage Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station features. Select the [Station Feature Code Usage Statistics] submenu of the Station menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Call Back	Camp On	DND	Forward	Message	OHVA	Programmed Message
22	0	0	0	0	0	0	0

Time Detail

Time	Call Back	Camp On	DND	Forward	Message	OHVA	Programmed Message
5/9 16:30	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0
17:15	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Call Back	Call back
Camp On	Camp on
DND	Do Not Disturb
Forward	Forwarding
Message	Leaving messages
OHVA	Urgent alarm
Programmed Message	Programming messages

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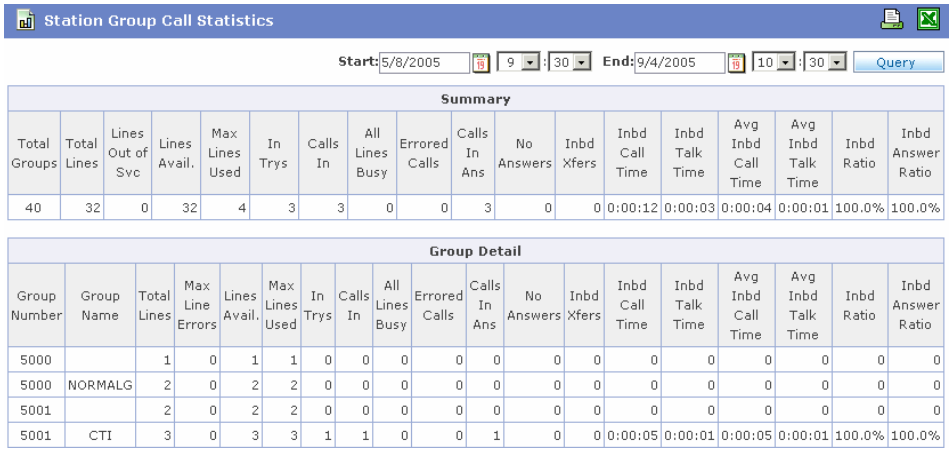
Station Group Call Statistics

This menu allows you to verify the overall statistics and the group-based statistics on station inbound calls. Select the [Station Group Call Statistics] submenu of the Station menu.

Select the target time period from the execution options and click [Query].



Summary

Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Max Lines Used	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
40	32	0	32	4	3	3	0	0	3	0	0	0:00:12	0:00:03	0:00:04	0:00:01	100.0%	100.0%

Group Detail

Group Number	Group Name	Total Lines	Max Line Errors	Lines Avail.	Max Lines Used	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
5000		1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5000	NORMALG	2	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5001		2	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5001	CTI	3	0	3	3	1	1	0	0	1	0	0	0:00:05	0:00:01	0:00:05	0:00:01	100.0%	100.0%

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Groups	Total number of groups
Group Number	Group number
Group Name	Name of a station group. Blank if not available
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
Max Lines Used	Number of Max Lines Used
In Trys	Number of inbound requests
Calls In	Number of successful inbound calls
All Lines Busy	Number of failures when all lines are busy
Errored Calls	Number of other failures
Calls In Ans	Number of answered inbound calls
No Answers	Number of unanswered inbound calls
Inbd Xfers	Number of inbound transfers
Inbd Call Time	Number of seizure duration of inbound calls

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Inbd Talk Time	Inbound call duration
Avg Inbd Call Time	Average seizure duration of inbound calls (Inbound Call Time / Inbound Answers)
Avg Inbd Talk Time	Average inbound call duration (Inbound Talk Time / Answered Calls (Inbound))
Inbd Ratio	Inbound success ratio (Inbound Attempts / Inbound Calls * 100)
Inbd Answer Ratio	Inbound answer ratio (Inbound Calls Answered / Inbound Calls * 100)

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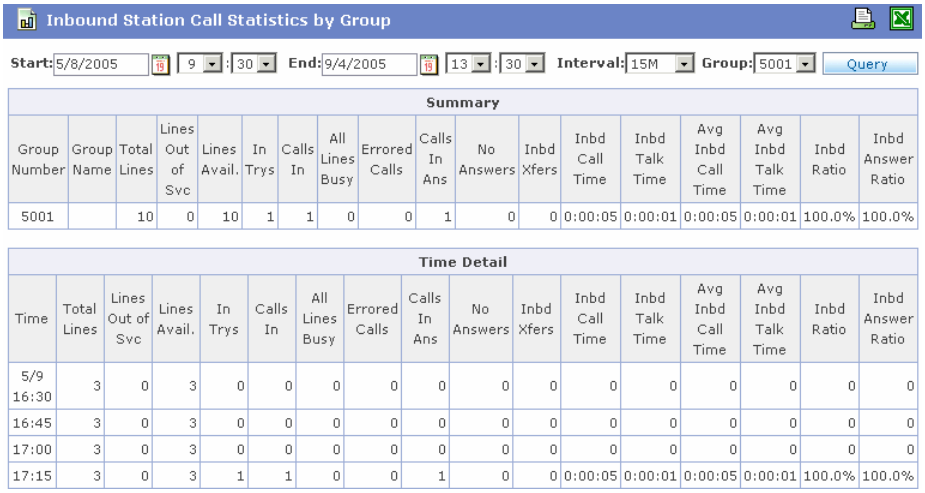
Inbound Station Call Statistics by Group

This menu allows you to verify the overall statistics and the time-based statistics on inbound calls of a specific station group. Select the [Inbound Station Call Statistics by Group] submenu of the Station menu.

Select the target time period and station group from the execution options and click [Query].



Summary

Group Number	Group Name	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
5001		10	0	10	1	1	0	0	1	0	0	0:00:05	0:00:01	0:00:05	0:00:01	100.0%	100.0%

Time Detail

Time	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
5/9 16:30	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	3	0	3	1	1	0	0	1	0	0	0:00:05	0:00:01	0:00:05	0:00:01	100.0%	100.0%

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Group Number	Group number
Group Name	Name of a station group. Blank if not available
Time	Time (The first and last rows indicate detailed time.)
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of available lines
In Trys	Number of inbound requests
Calls In	Number of successful inbound calls
All Lines Busy	Number of failures when all lines are busy
Errored Calls	Number of other failures
Calls In Ans	Number of answered inbound calls
No Answers	Number of unanswered inbound calls
Inbd Xfers	Number of inbound transfers

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Inbd Call Time	Number of seizure duration of inbound calls
Inbd Talk Time	Inbound call duration
Avg Inbd Call Time	Average seizure duration of inbound calls (Inbound Call Time / Inbound Answers)
Avg Inbd Talk Time	Average inbound call duration (Inbound Talk Time / Answered Calls (Inbound))
Inbd Ratio	Inbound success ratio (Inbound Attempts / Inbound Calls * 100)
Inbd Answer Ratio	Inbound answer ratio (Inbound Calls Answered / Inbound Calls * 100)

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Inbd Station Call Breakdown by Group

This menu allows you to verify the overall statistics and the time-based statistics on inbound calls of a specific station group in detail. Select the [Inbd Station Call Breakdown by Group] submenu of the Station menu.

Select the target time period and station group from the execution options and click [Query].

Summary

Group Number	Group Name	Inbound (Internal)									Inbound (External)								
		In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
5005		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Summary

Time	Inbound (Internal)									Inbound (External)								
	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Group Number	Group number
Group Name	Name of a station group. Blank if not available
Time	Time (The first and last rows indicate detailed time.)
Inbound(Internal)	Internal inbound
Inbound(External)	External inbound
In Trys	Number of inbound requests
Calls In	Number of successful inbound calls
Calls Ans	Number of calls answered
X-fers Out	Number of transfers
Call Time	Seizure duration
Talk Time	Call duration
Avg Talk Time	Average call duration (Talk Time / Calls Answered)

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Inbd Ratio	Inbound success ratio (Inbound Attempts / Inbound Calls * 100)
Ans Ratio	Answer ratio (Calls Answered / Inbound Calls * 100)

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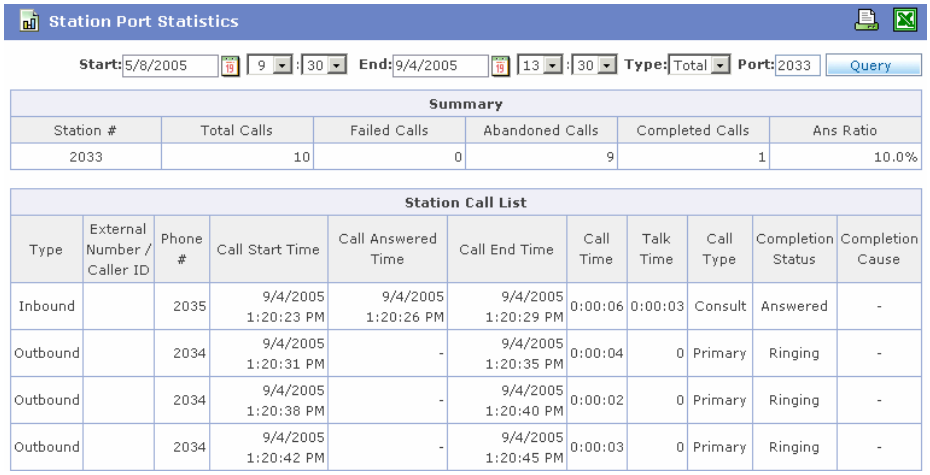
Station Port Statistics

This menu allows you to verify the overall statistics on and calling list of a specific station port. Select the [Station Port Statistics] submenu of the Station menu.

Select the target time period, type and port from the execution options and click [Query].



Summary

Station #	Total Calls	Failed Calls	Abandoned Calls	Completed Calls	Ans Ratio
2033	10	0	9	1	10.0%

Station Call List

Type	External Number / Caller ID	Phone #	Call Start Time	Call Answered Time	Call End Time	Call Time	Talk Time	Call Type	Completion Status	Completion Cause
Inbound		2035	9/4/2005 1:20:23 PM	9/4/2005 1:20:26 PM	9/4/2005 1:20:29 PM	0:00:06	0:00:03	Consult	Answered	-
Outbound		2034	9/4/2005 1:20:31 PM	-	9/4/2005 1:20:35 PM	0:00:04	0	Primary	Ringing	-
Outbound		2034	9/4/2005 1:20:38 PM	-	9/4/2005 1:20:40 PM	0:00:02	0	Primary	Ringing	-
Outbound		2034	9/4/2005 1:20:42 PM	-	9/4/2005 1:20:45 PM	0:00:03	0	Primary	Ringing	-

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Station #	Station phone number
Total Calls	Number of seizures
Failed Calls	Number of failures
Abandoned Calls	Number of calls hung up while ringing
Completed Calls	Number of successful calls
Ans Ratio	Call success ratio (Total Calls / Call Attempts * 100)
Type	Inbound/Outbound
External Number/Caller ID	External number
Phone #	Phone number
Call Start Time	Seizure start time
Call Answered Time	Call start time

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Call End Time	Seizure end time
Call Time	Seizure duration
Talk Time	Call duration
Call Type	Call type(Primary/Recall/Callback/Overflow/Consultation/Transfer /Conference/Unknown)
Completion Status	End status(Fail/Hook Off/Ring/Connected/Queuing/External Outbound/External Answer)
Completion Cause	Cause of end

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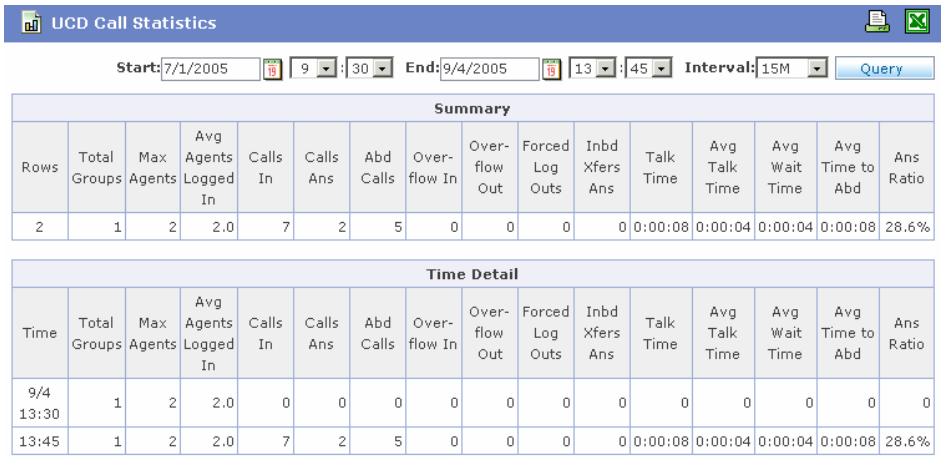
UCD Statistics

This section describes the statistics on UCD of the OfficeServ system.

UCD Call Statistics

This menu allows you to verify the overall statistics and the time-based statistics on UCD inbound calls. Select the [UCD Call Statistics] submenu of the UCD menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Groups	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
2	1	2	2.0	7	2	5	0	0	0	0	0:00:08	0:00:04	0:00:04	0:00:08	28.6%

Time Detail

Time	Total Groups	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
9/4 13:30	1	2	2.0	0	0	0	0	0	0	0	0	0	0	0	0
13:45	1	2	2.0	7	2	5	0	0	0	0	0:00:08	0:00:04	0:00:04	0:00:08	28.6%

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Number of records
Time	Time (The first and last rows indicate detailed time.)
Total Groups	Number of Groups
Max Agents	Number of agents
Avg Agents Logged In	Number of agents logged in
Calls In	Number of inbound calls
Calls Ans	Number of calls answered
Abd Calls	Number of abandoned calls
Over-flow In	Number of overflow inbound calls
Over-flow Out	Number of overflow outbound calls

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Column	Description
Forced Log Outs	Number of forced logout cases
Inbd Xfers Ans	Number of transferred inbound calls answered
Talk Time	Call duration
Avg Talk Time	Average call duration (Talk Time / [Calls Answered + Transfers Answered])
Avg Wait Time	Average waiting duration (Answered Wait Time / Calls Answered)
Avg Time to Abd	Average waiting duration of abandoned calls (Abandoned Wait Time / Abandoned Calls)
Ans Ratio	Answer ratio (Calls Answered / Inbound Calls * 100)

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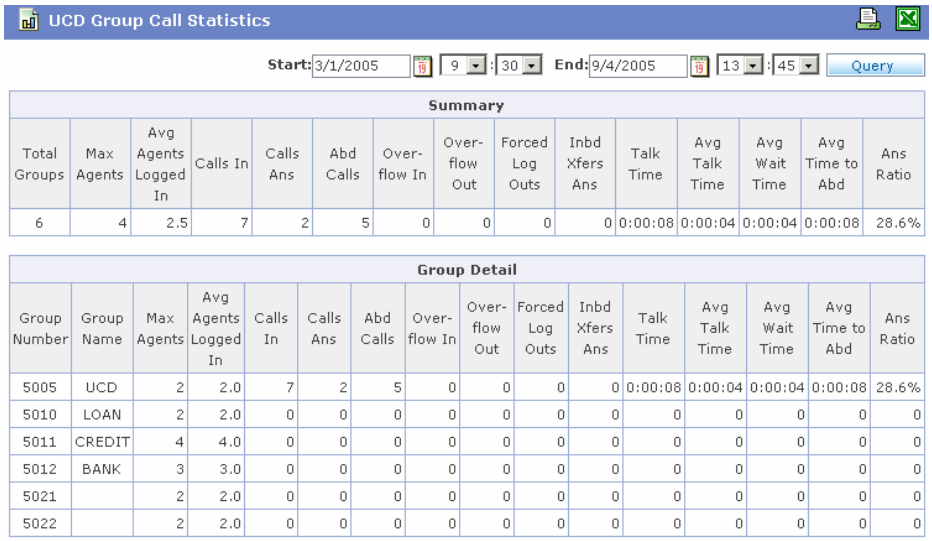
UCD Group Call Statistics

This menu allows you to verify the overall statistics and the group-based statistics on UCD inbound calls. Select the [UCD Group Call Statistics] submenu of the UCD menu.

Select the target time period from the execution options and click [Query].



UCD Group Call Statistics

Start: 3/1/2005 9 : 30 End: 9/4/2005 13 : 45 Query

Summary

Total Groups	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
6	4	2.5	7	2	5	0	0	0	0	0:00:08	0:00:04	0:00:04	0:00:08	28.6%

Group Detail

Group Number	Group Name	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
5005	UCD	2	2.0	7	2	5	0	0	0	0	0:00:08	0:00:04	0:00:04	0:00:08	28.6%
5010	LOAN	2	2.0	0	0	0	0	0	0	0	0	0	0	0	0
5011	CREDIT	4	4.0	0	0	0	0	0	0	0	0	0	0	0	0
5012	BANK	3	3.0	0	0	0	0	0	0	0	0	0	0	0	0
5021		2	2.0	0	0	0	0	0	0	0	0	0	0	0	0
5022		2	2.0	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Groups	Number of groups
Group Number	Group number
Group Name	Name of a station group. Blank if not available
Max Agents	Number of agents
Avg Agents Logged In	Number of agents logged in
Calls In	Number of inbound calls
Calls Ans	Number of calls answered
Abd Calls	Number of abandoned calls
Over-flow In	Number of overflow inbound calls
Over-flow Out	Number of overflow outbound calls
Forced Log Outs	Number of forced logout cases
Inbd Xfers Ans	Number of transferred inbound calls answered

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Column	Description
Talk Time	Call duration
Avg Talk Time	Average call duration (Talk Time / [Calls Answered + Transfers Answered])
Avg Wait Time	Average waiting duration (Answered Wait Time / Calls Answered)
Avg Time to Abd	Average waiting duration of abandoned calls (Abandoned Wait Time / Abandoned Calls)
Ans Ratio	Answer ratio (Calls Answered / Inbound Calls * 100)

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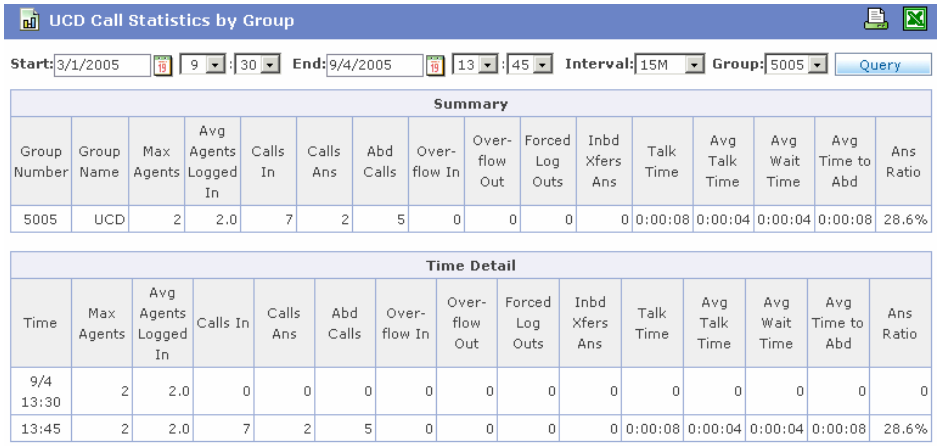
UCD Call Statistics by Group

This menu allows you to verify the overall statistics and the time-based statistics on UCD inbound calls of a specific UCD group. Select the [UCD Call Statistics by Group] submenu of the UCD menu.

Select the target time period and UCD group from the execution options and click [Query].



Summary

Group Number	Group Name	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
5005	UCD	2	2.0	7	2	5	0	0	0	0	0:00:08	0:00:04	0:00:04	0:00:08	28.6%

Time Detail

Time	Max Agents	Avg Agents Logged In	Calls In	Calls Ans	Abd Calls	Over-flow In	Over-flow Out	Forced Log Outs	Inbd Xfers Ans	Talk Time	Avg Talk Time	Avg Wait Time	Avg Time to Abd	Ans Ratio
9/4 13:30	2	2.0	0	0	0	0	0	0	0	0	0	0	0	0
13:45	2	2.0	7	2	5	0	0	0	0	0:00:08	0:00:04	0:00:04	0:00:08	28.6%

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Group Number	Group number
Group Name	Name of a station group. Blank if not available
Time	Time (The first and last rows indicate detailed time.)
Max Agents	Number of agents
Avg Agents Logged In	Number of agents logged in
Calls In	Number of inbound calls
Calls Ans	Number of calls answered
Abd Calls	Number of abandoned calls
Over-flow In	Number of overflow inbound calls
Over-flow Out	Number of overflow outbound calls
Forced Log Outs	Number of forced logout cases
Inbd Xfer Ans	Number of transferred inbound calls answered
Talk Time	Call duration

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Column	Description
Group Number	Group number
Avg Talk Time	Average call duration (Talk Time / [Calls Answered + Transfers Answered])
Avg Wait Time	Average waiting duration (Answered Wait Time / Calls Answered)
Avg Time to Abd	Average waiting duration of abandoned calls (Abandoned Wait Time / Abandoned Calls)
Ans Ratio	Answer ratio (Calls Answered / Inbound Calls * 100)

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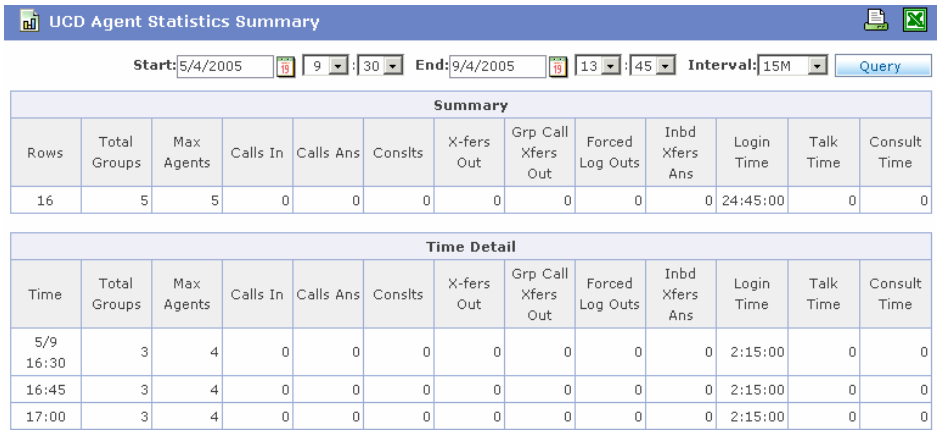
UCD Agent Statistics Summary

This menu allows you to verify the overall agent statistics and the time-based statistics on UCD inbound calls. Select the [UCD Agent Statistics Summary] submenu of the UCD menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Total Groups	Max Agents	Calls In	Calls Ans	Conslts	X-fers Out	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Talk Time	Consult Time
16	5	5	0	0	0	0	0	0	0	24:45:00	0	0

Time Detail

Time	Total Groups	Max Agents	Calls In	Calls Ans	Conslts	X-fers Out	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Talk Time	Consult Time
5/9 16:30	3	4	0	0	0	0	0	0	0	2:15:00	0	0
16:45	3	4	0	0	0	0	0	0	0	2:15:00	0	0
17:00	3	4	0	0	0	0	0	0	0	2:15:00	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows indicate detailed time.)
Total Groups	Number of groups
Max Agents	Number of agents
Calls In	Number of inbound calls
Calls Ans	Number of calls answered
Consults	Number of consultation
X-fers Out	Number of transfers
Grp Call Xfers Out	Number of group transfers
Forced Log Outs	Number of forced logout cases
Inbd Xfers Ans	Number of transferred inbound calls answered
Login Time	Login time
Talk Time	Call duration
Consult Time	Consultation duration

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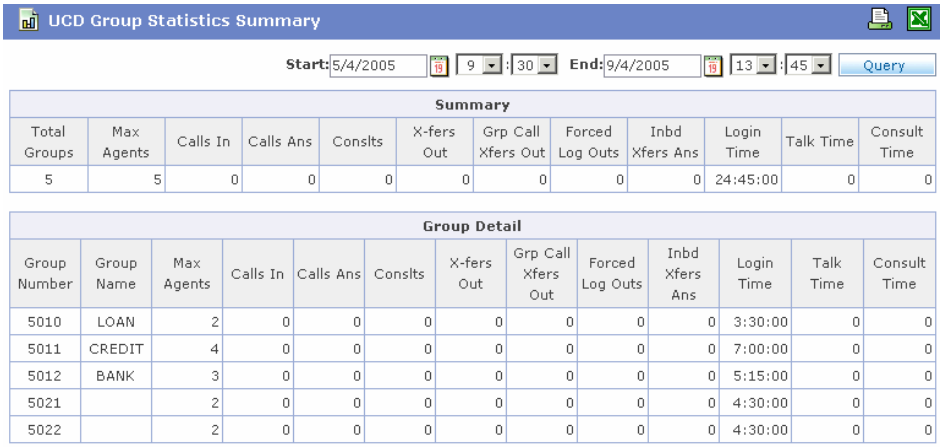
UCD Group Statistics Summary

This menu allows you to verify the overall agent statistics and the group-based statistics on UCD inbound calls. Select the [UCD Group Statistics Summary] submenu of the UCD menu.

Select the target time period from the execution options and click [Query].



Summary

Total Groups	Max Agents	Calls In	Calls Ans	Conslts	X-fers Out	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Talk Time	Consult Time
5	5	0	0	0	0	0	0	0	24:45:00	0	0

Group Detail

Group Number	Group Name	Max Agents	Calls In	Calls Ans	Conslts	X-fers Out	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Talk Time	Consult Time
5010	LOAN	2	0	0	0	0	0	0	0	3:30:00	0	0
5011	CREDIT	4	0	0	0	0	0	0	0	7:00:00	0	0
5012	BANK	3	0	0	0	0	0	0	0	5:15:00	0	0
5021		2	0	0	0	0	0	0	0	4:30:00	0	0
5022		2	0	0	0	0	0	0	0	4:30:00	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Groups	Number of groups
Group Number	Group number
Group Name	Name of a station group. Blank if not available
Max Agents	Number of agents
Calls In	Number of inbound calls
Calls Ans	Number of calls answered
Consults	Number of consultation
X-fer Out	Number of transfers
Grp Call Xfers Out	Number of group transfers
Forced Log Outs	Number of forced logout cases
Inbd Xfers Ans	Number of transferred inbound calls answered
Login Time	Login time
Talk Time	Call duration
Consult Time	Consultation duration

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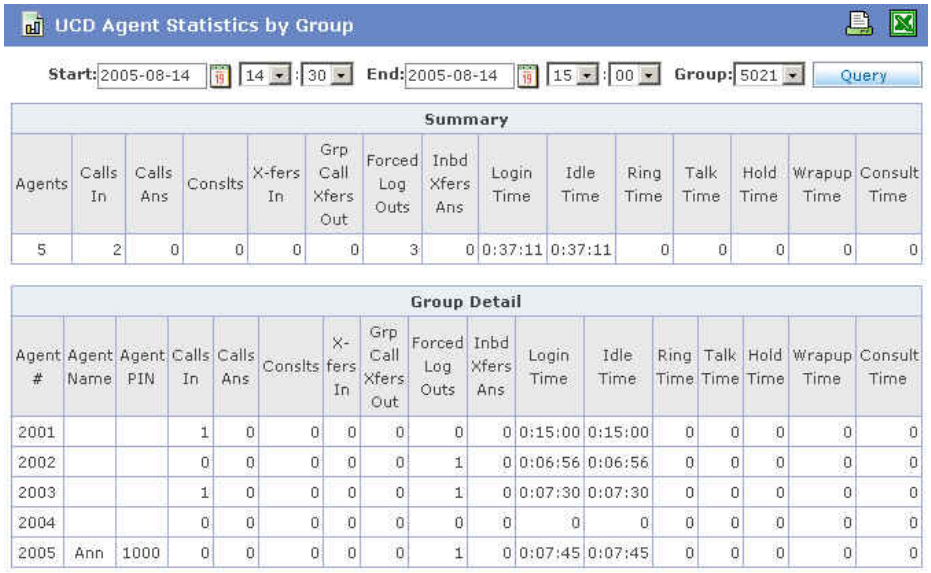
UCD Agent Statistics by Group

This menu allows you to verify the overall agent statistics and the agent-based statistics on UCD inbound calls of a specific UCD group. Select the [UCD Agent Statistics by Group] submenu of the UCD menu.

Select the target time period and UCD group from the execution options and click [Query].



Summary

Agents	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Idle Time	Ring Time	Talk Time	Hold Time	Wrapup Time	Consult Time
5	2	0	0	0	0	3	0	0:37:11	0:37:11	0	0	0	0	0

Group Detail

Agent #	Agent Name	Agent PIN	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Login Time	Idle Time	Ring Time	Talk Time	Hold Time	Wrapup Time	Consult Time
2001			1	0	0	0	0	0	0	0:15:00	0:15:00	0	0	0	0	0
2002			0	0	0	0	0	1	0	0:06:56	0:06:56	0	0	0	0	0
2003			1	0	0	0	0	1	0	0:07:30	0:07:30	0	0	0	0	0
2004			0	0	0	0	0	0	0	0	0	0	0	0	0	0
2005	Ann	1000	0	0	0	0	0	1	0	0:07:45	0:07:45	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Agents	Number of agents
Agent #	Agent Number
Agent Name	Name of an agent. If an agent PIN is in use then it will be agent PIN name assigned in [Add Agent PIN] configuration page. If PIN is no in use, it would be the station name. Blank if name is not configured.
Agent PIN	PIN used when log on
Calls In	Number of inbound calls
Calls Ans	Number of calls answered
Consults	Number of consultation
X-fers Out	Number of transfer

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Column	Description
Grp Call Xfers Out	Number of group transfer
Forced Log Outs	Number of forced logout cases
Inbd Xfers Ans	Number of transferred inbound calls answered
Login Time	Login time
Idle Time	Idle duration
Ring Time	Duration between a call starts ringing and it is answered on agent device
Talk Time	Talk duration
Hold Time	Duration of put calls on hold
Wrapup Time	Duration of work after call
Consult Time	Consultation duration

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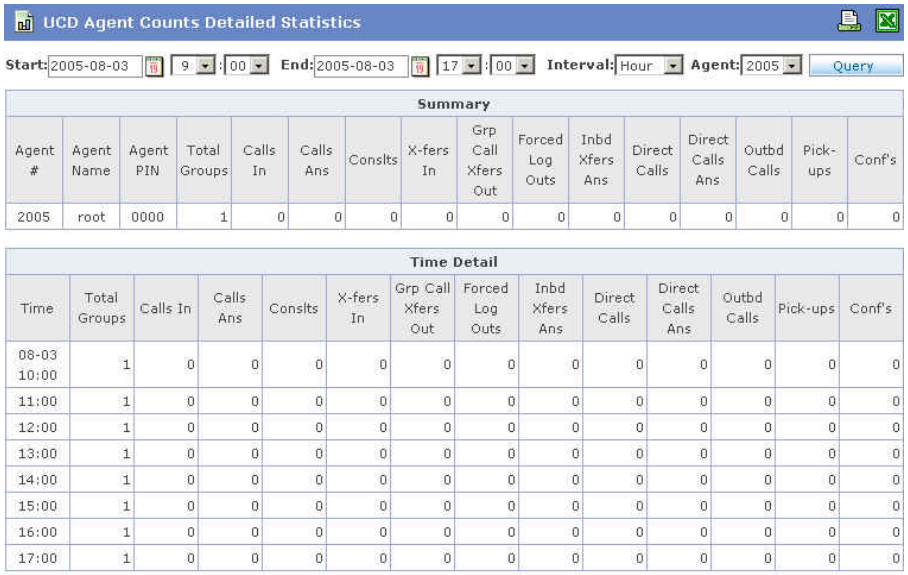
UCD Agent Counts Detailed Statistics

This menu allows you to verify the overall statistics on calls of a specific agent. Select the [UCD Agent Counts Detailed Statistics] submenu of the UCD menu.

Select the target time period and agent from the execution options and click [Query].



Summary

Agent #	Agent Name	Agent PIN	Total Groups	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Direct Calls	Direct Calls Ans	Outbd Calls	Pick-ups	Conf's
2005	root	0000	1	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	Total Groups	Calls In	Calls Ans	Conslts	X-fers In	Grp Call Xfers Out	Forced Log Outs	Inbd Xfers Ans	Direct Calls	Direct Calls Ans	Outbd Calls	Pick-ups	Conf's
08-03 10:00	1	0	0	0	0	0	0	0	0	0	0	0	0
11:00	1	0	0	0	0	0	0	0	0	0	0	0	0
12:00	1	0	0	0	0	0	0	0	0	0	0	0	0
13:00	1	0	0	0	0	0	0	0	0	0	0	0	0
14:00	1	0	0	0	0	0	0	0	0	0	0	0	0
15:00	1	0	0	0	0	0	0	0	0	0	0	0	0
16:00	1	0	0	0	0	0	0	0	0	0	0	0	0
17:00	1	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Agent #	Agent Number
Agent Name	Name of an agent. If an agent PIN is in use then it will be agent PIN name assigned in [Add Agent PIN] configuration page. If PIN is no in use, it would be the station name. Blank if name is not configured.
Agent PIN	PIN used when log on
Total Groups	Number of groups
Calls In	Number of inbound calls
Calls Ans	Number of calls answered
Consults	Number of consultation

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X-fers Out	Number of transfers
Grp Call Xfers Out	Number of group transfers
Forced Log Outs	Number of forced logout cases
Inbd Xfers Ans	Number of transferred inbound calls answered
Direct Calls	Number of direct inbound calls
Direct Calls Ans	Number of direct inbound answers
Outbd Calls	Number of outbound calls
Pick-ups	Number of calls picked up from other devices
Conf's	Number of conferences

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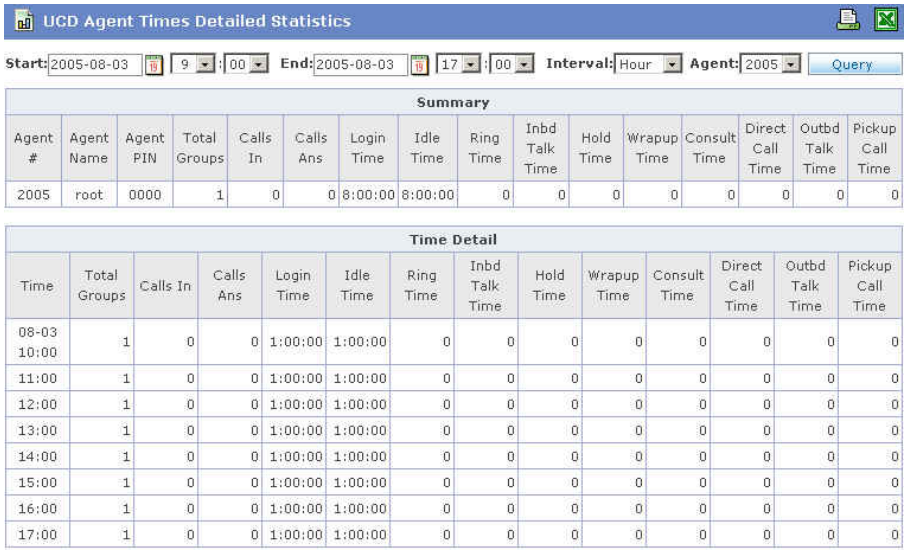
UCD Agent Times Detailed Statistics

This menu allows you to verify the time-based statistics on calls of a specific agent. Select the [UCD Agent Times Detailed Statistics] submenu of the UCD menu.

Select the target time period and agent from the execution options and click [Query].



Summary

Agent #	Agent Name	Agent PIN	Total Groups	Calls In	Calls Ans	Login Time	Idle Time	Ring Time	Inbd Talk Time	Hold Time	Wrapup Time	Consult Time	Direct Call Time	Outbd Talk Time	Pickup Call Time
2005	root	0000	1	0	0	8:00:00	8:00:00	0	0	0	0	0	0	0	0

Time Detail

Time	Total Groups	Calls In	Calls Ans	Login Time	Idle Time	Ring Time	Inbd Talk Time	Hold Time	Wrapup Time	Consult Time	Direct Call Time	Outbd Talk Time	Pickup Call Time
08-03 10:00	1	0	0	1:00:00	1:00:00	0	0	0	0	0	0	0	0
11:00	1	0	0	1:00:00	1:00:00	0	0	0	0	0	0	0	0
12:00	1	0	0	1:00:00	1:00:00	0	0	0	0	0	0	0	0
13:00	1	0	0	1:00:00	1:00:00	0	0	0	0	0	0	0	0
14:00	1	0	0	1:00:00	1:00:00	0	0	0	0	0	0	0	0
15:00	1	0	0	1:00:00	1:00:00	0	0	0	0	0	0	0	0
16:00	1	0	0	1:00:00	1:00:00	0	0	0	0	0	0	0	0
17:00	1	0	0	1:00:00	1:00:00	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Agent NO	Agent Number
Agent Name	Name of an agent. If an agent PIN is in use then it will be agent PIN name assigned in [Add Agent PIN] configuration page. If PIN is no in use, it would be the station name. Blank if name is not configured.
Agent PIN	PIN used when log on
Total Groups	Number of groups
Calls In	Number of inbound calls
Calls Ans	Number of calls answered
Login Time	Login time
Idle Time	Idle duration

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Ring Time	Duration between a call starts ringing and it is answered on agent device
Inbd Talk Time	Talk duration
Hold Time	Duration of put calls on hold
Wrapup Time	Duration of work after call
Consult Time	Consultation duration
Direct Call Time	Direct inbound call duration
Outbd Talk Time	Outbound call duration
Pickup Call Time	Pickup call duration

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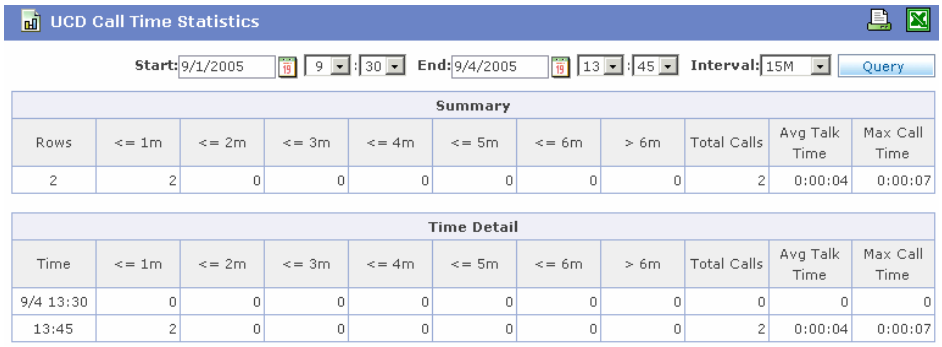
UCD Call Time Statistics

This menu allows you to verify the statistics on the distribution of UCD calls based on call duration and time zone. Select the [UCD Call Time Statistics] submenu of the UCD menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	<= 1m	<= 2m	<= 3m	<= 4m	<= 5m	<= 6m	> 6m	Total Calls	Avg Talk Time	Max Call Time
2	2	0	0	0	0	0	0	2	0:00:04	0:00:07

Time Detail

Time	<= 1m	<= 2m	<= 3m	<= 4m	<= 5m	<= 6m	> 6m	Total Calls	Avg Talk Time	Max Call Time
9/4 13:30	0	0	0	0	0	0	0	0	0	0
13:45	2	0	0	0	0	0	0	2	0:00:04	0:00:07

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time(The first and last rows indicate detailed time.)
<= 1 m	Number of calls whose duration is less than or equal to 1 minute
<= 2 m	Number of calls whose duration is less than or equal to 2 minutes
<= 3 m	Number of calls whose duration is less than or equal to 3 minutes
<= 4 m	Number of calls whose duration is less than or equal to 4 minutes
<= 5 m	Number of calls whose duration is less than or equal to 5 minutes
<= 6 m	Number of calls whose duration is less than or equal to 6 minutes
> 6 m	Number of calls whose duration is greater than 6 minutes
Total Calls	Total number of calls
Avg Talk Time	Average call duration (Talk Time / Calls Answered)
Max Call Time	Maximum call duration

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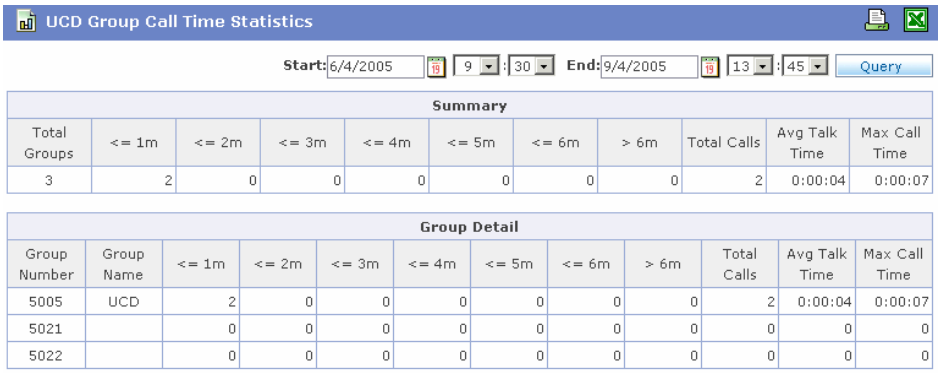
UCD Group Call Time Statistics

This menu allows you to verify the statistics on the distribution of UCD calls based on call duration and group. Select the [UCD Group Call Time Statistics] submenu of the UCD menu.

Select the target time period from the execution options and click [Query].



Summary

Total Groups	<= 1m	<= 2m	<= 3m	<= 4m	<= 5m	<= 6m	> 6m	Total Calls	Avg Talk Time	Max Call Time
3	2	0	0	0	0	0	0	2	0:00:04	0:00:07

Group Detail

Group Number	Group Name	<= 1m	<= 2m	<= 3m	<= 4m	<= 5m	<= 6m	> 6m	Total Calls	Avg Talk Time	Max Call Time
5005	UCD	2	0	0	0	0	0	0	2	0:00:04	0:00:07
5021		0	0	0	0	0	0	0	0	0	0
5022		0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Groups	Total number of groups
Group Number	Group Number
Group Name	Name of a station group. Blank if not available
<= 1 m	Number of calls whose duration is less than or equal to 1 minute
<= 2 m	Number of calls whose duration is less than or equal to 2 minutes
<= 3 m	Number of calls whose duration is less than or equal to 3 minutes
<= 4 m	Number of calls whose duration is less than or equal to 4 minutes
<= 5 m	Number of calls whose duration is less than or equal to 5 minutes
<= 6 m	Number of calls whose duration is less than or equal to 6 minutes
> 6 m	Number of calls whose duration is greater than 6 minutes
Total Calls	Total number of calls
Avg Talk Time	Average call duration (Talk Time / Calls Answered)
Max Call Time	Maximum call duration

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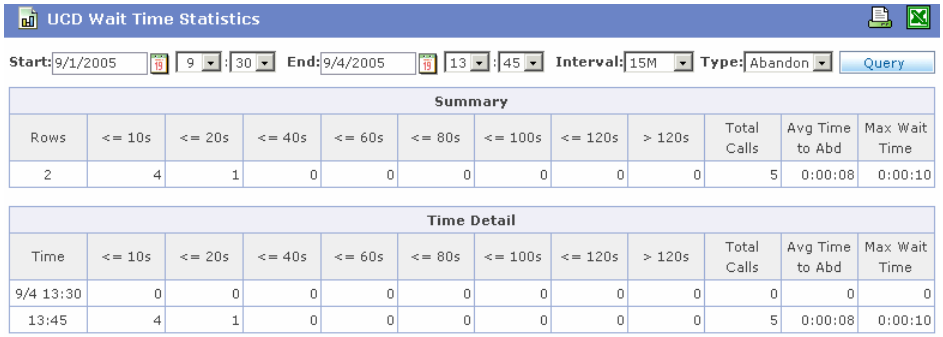
UCD Wait Time Statistics

This menu allows you to verify the statistics on the distribution of UCD calls based on the wait time and time zone. Select the [UCD Wait Time Statistics] submenu of the UCD menu.

Select the target time period and type from the execution options and click [Query]. **Answer** of Type is the waiting duration of an answered call, and **Abandon** of Type is of an abandoned call.



Summary

Rows	<= 10s	<= 20s	<= 40s	<= 60s	<= 80s	<= 100s	<= 120s	> 120s	Total Calls	Avg Time to Abd	Max Wait Time
2	4	1	0	0	0	0	0	0	5	0:00:08	0:00:10

Time Detail

Time	<= 10s	<= 20s	<= 40s	<= 60s	<= 80s	<= 100s	<= 120s	> 120s	Total Calls	Avg Time to Abd	Max Wait Time
9/4 13:30	0	0	0	0	0	0	0	0	0	0	0
13:45	4	1	0	0	0	0	0	0	5	0:00:08	0:00:10

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time(The first and last rows indicate detailed time.)
<= 10 s	Number of waiting cases whose duration is less than or equal to 10 seconds
<= 20 s	Number of waiting cases whose duration is less than or equal to 20 seconds
<= 40 s	Number of waiting cases whose duration is less than or equal to 40 seconds
<= 60 s	Number of waiting cases whose duration is less than or equal to 60 seconds
<= 80 s	Number of waiting cases whose duration is less than or equal to 80 seconds
<= 100 s	Number of waiting cases whose duration is less than or equal to 100 seconds
<= 120 s	Number of waiting cases whose duration is less than or equal to 120 seconds

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> 120 s	Number of waiting cases whose duration is greater than 120 seconds
Total Calls	Total number of waiting cases
Avg Wait Time	Average waiting duration (Answered Wait Time / Calls Answered)
Avg Time to Abd	Average abandon duration (Abandoned Wait Time / Abandoned Calls)
Max Wait Time	Maximum waiting duration

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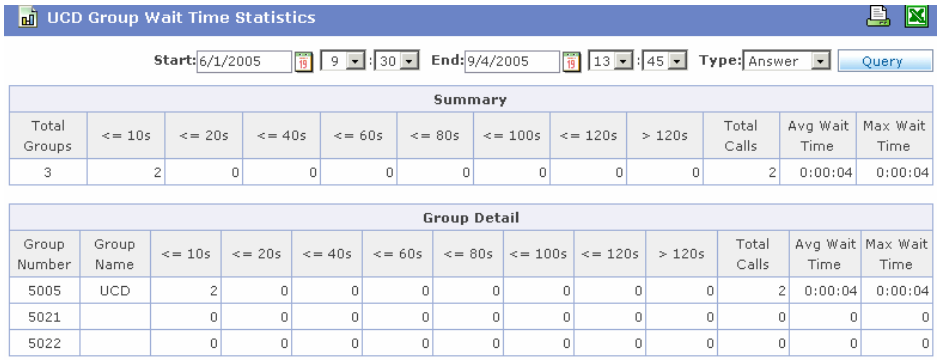
UCD Group Wait Time Statistics

This menu allows you to verify the statistics on the distribution of UCD calls based on wait time and group. Select the [UCD Group Wait Time Statistics] submenu of the UCD menu.

Select the target time period and type from the execution options and click [Query]. Answer of Type is the waiting duration of an answered call, and Abandon of Type is of an abandoned call.



Summary

Total Groups	<= 10s	<= 20s	<= 40s	<= 60s	<= 80s	<= 100s	<= 120s	> 120s	Total Calls	Avg Wait Time	Max Wait Time
3	2	0	0	0	0	0	0	0	2	0:00:04	0:00:04

Group Detail

Group Number	Group Name	<= 10s	<= 20s	<= 40s	<= 60s	<= 80s	<= 100s	<= 120s	> 120s	Total Calls	Avg Wait Time	Max Wait Time
5005	UCD	2	0	0	0	0	0	0	0	2	0:00:04	0:00:04
5021		0	0	0	0	0	0	0	0	0	0	0
5022		0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Groups	Number of groups
Group Number	Group Number
Group Name	Name of a station group. Blank if not available
<= 10 s	Number of waiting cases whose duration is less than or equal to 10 seconds
<= 20 s	Number of waiting cases whose duration is less than or equal to 20 seconds
<= 40 s	Number of waiting cases whose duration is less than or equal to 40 seconds
<= 60 s	Number of waiting cases whose duration is less than or equal to 60 seconds
<= 80 s	Number of waiting cases whose duration is less than or equal to 80 seconds
<= 100 s	Number of waiting cases whose duration is less than or equal to 100 seconds

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Column	Description
<= 120 s	Number of waiting cases whose duration is less than or equal to 120 seconds
> 120 s	Number of waiting cases whose duration is greater than 120 seconds
Total Calls	Total number of waiting cases
Avg Wait Time	Average waiting duration (Answered Wait Time / Calls Answered)
Avg Time to Abd	Average abandon duration (Abandoned Wait Time / Abandoned Calls)
Max Wait Time	Maximum waiting duration

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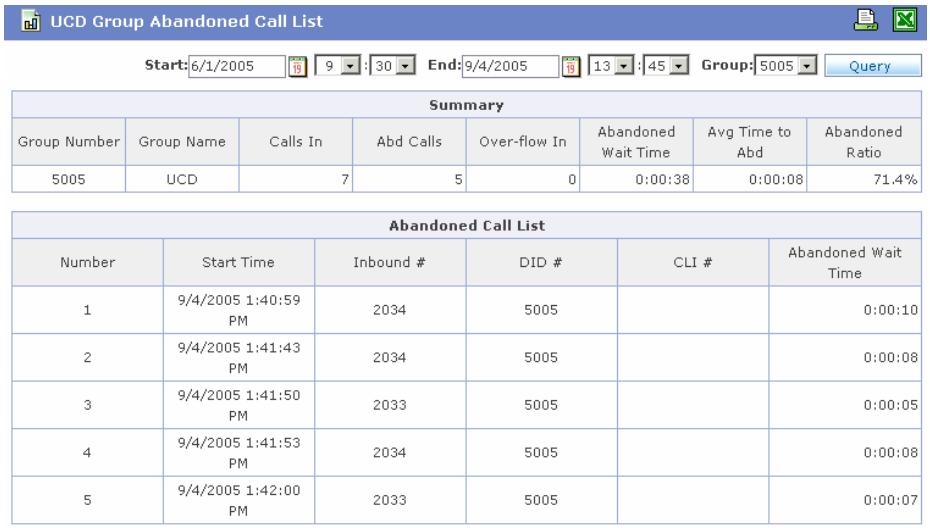
UCD Group Abandoned Call List

This menu allows you to verify the list of abandoned calls of a UCD group. Select the [UCD Group Abandoned Call List] submenu of the UCD menu.

Select the target time period and UCD group from the execution options and click [Query].



Summary

Group Number	Group Name	Calls In	Abd Calls	Over-flow In	Abandoned Wait Time	Avg Time to Abd	Abandoned Ratio
5005	UCD	7	5	0	0:00:38	0:00:08	71.4%

Abandoned Call List

Number	Start Time	Inbound #	DID #	CLI #	Abandoned Wait Time
1	9/4/2005 1:40:59 PM	2034	5005		0:00:10
2	9/4/2005 1:41:43 PM	2034	5005		0:00:08
3	9/4/2005 1:41:50 PM	2033	5005		0:00:05
4	9/4/2005 1:41:53 PM	2034	5005		0:00:08
5	9/4/2005 1:42:00 PM	2033	5005		0:00:07

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Group Number	Group number
Group Name	Name of a station group. Blank if not available
Calls In	Number of inbound calls
Abd Calls	Number of abandoned calls
Over-flow In	Number of overflow inbound calls
Abandoned Wait Time	Waiting time for abandoned calls
Avg Time to Abd	Average waiting duration of abandoned calls (Abandoned Wait Time / Abandoned Calls)
Abandoned Ratio	Abandoned call ratio (Abandoned Calls / Inbound Calls * 100)
Number	Record number
Start Time	Start time
Inbound #	Inbound phone number

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Column	Description
Group Number	Group number
DID #	DID number
CLI #	CLI number

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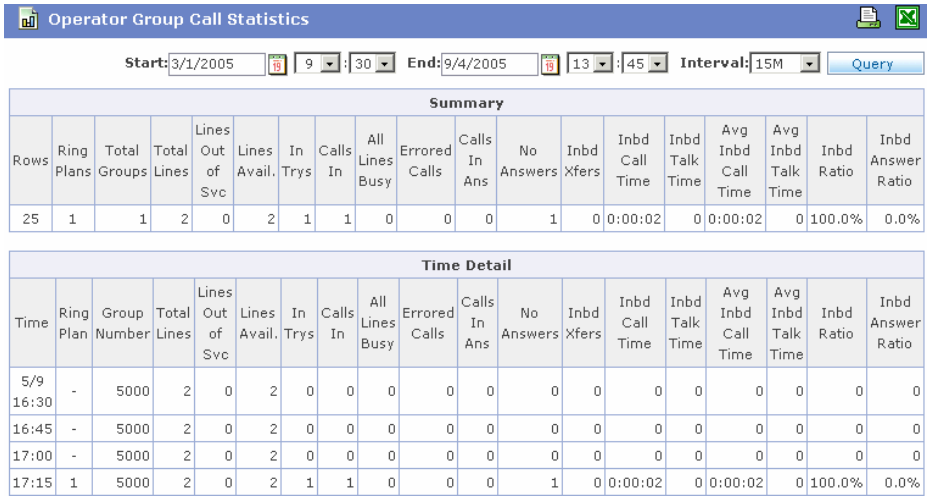
Operator Statistics

This menu allows you to verify the statistics on operator information of the OfficeServ system.

Operator Group Call Statistics

This menu allows you to verify the overall statistics and the time-based statistics on inbound operator calls. Select the [Operator Group Call Statistics] submenu of the Operator menu.

Set the options in the execution options, and click [Query].



Summary

Rows	Ring Plans	Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
25	1	1	2	0	2	1	1	0	0	0	1	0	0:00:02	0	0:00:02	0	100.0%	0.0%

Time Detail

Time	Ring Plan	Group Number	Total Lines	Lines Out of Svc	Lines Avail.	In Trys	Calls In	All Lines Busy	Errored Calls	Calls In Ans	No Answers	Inbd Xfers	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Ratio	Inbd Answer Ratio
5/9 16:30	-	5000	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	-	5000	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	-	5000	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	1	5000	2	0	2	1	1	0	0	0	1	0	0:00:02	0	0:00:02	0	100.0%	0.0%

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Ring Plans	Number of applied ring plans
Total Groups	Number of groups
Time	Time (The first and last rows display detailed time.)
Ring Plan	Ring Plan
Group Number	Group Number
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of lines available

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Column	Description
In Trys	Number of required inbound calls
Call In	Number of successful inbound calls
All Lines Busy	Busy faulty count
Errored Calls	Number of other failures
Calls In Ans	Number of answered inbound calls
No Answers	Number of unanswered inbound calls
Inbd Xfers	Number of inbound transfer calls
Inbd Call Time	Seizure duration of inbound calls
Inbd Talk Time	Inbound call duration
Avg Inbd Call Time	Average seizure duration of inbound calls (Inbound Call Time / Inbound Answers)
Avg Inbd Talk Time	Average call duration of inbound calls (Inbound Talk Time / Answered Calls (Inbound))
Inbd Ratio	Ratio of successful inbound calls (Inbound Attempts / Inbound Calls * 100)
Inbd Answer Ratio	Ratio of answered inbound calls (Inbound Calls Answered / Inbound Calls * 100)

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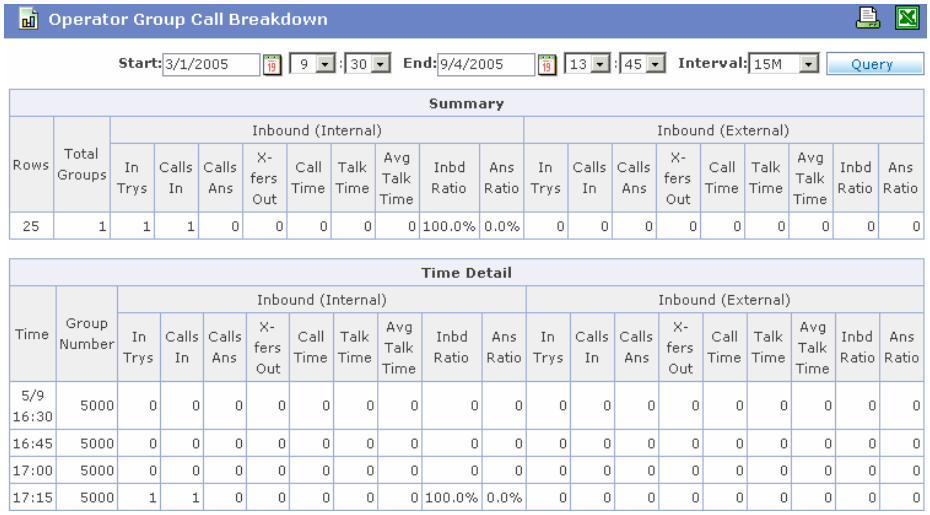
Operator Group Call Breakdown

This menu allows you to verify the overall statistics and the time-based statistics on inbound operator calls. Select the [Operator Group Call Breakdown] submenu of the Operator menu.

Set the options in the execution options, and click [Query].



Operator Group Call Breakdown

Start: 3/1/2005 9 : 30 End: 9/4/2005 13 : 45 Interval: 15M Query

Summary

Rows	Total Groups	Inbound (Internal)									Inbound (External)								
		In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
25	1	1	1	0	0	0	0	0	100.0%	0.0%	0	0	0	0	0	0	0	0	0

Time Detail

Time	Group Number	Inbound (Internal)									Inbound (External)								
		In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio	In Trys	Calls In	Calls Ans	X-fers Out	Call Time	Talk Time	Avg Talk Time	Inbd Ratio	Ans Ratio
5/9 16:30	5000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	5000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	5000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	5000	1	1	0	0	0	0	0	100.0%	0.0%	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Total Groups	Number of groups
Time	Time(The first and last rows display detailed time.)
Group Number	Group Number
Inbound(Internal)	Internal inbound
Inbound(External)	External inbound
In Trys	Number of required inbound calls
Calls In	Number of successful inbound calls
Calls Ans	Number of answers
X-fer Out	Transfer count
Call Time	Seizure duration
Talk Time	Call duration

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Column	Description
Avg Talk Time	Average call duration (Talk Time / Calls Answered)
Inbd Ratio	Ratio of successful inbound calls (Inbound Attempts / Inbound Calls * 100)
Ans Ratio	Ratio of answers (Calls Answered / Inbound Calls * 100)

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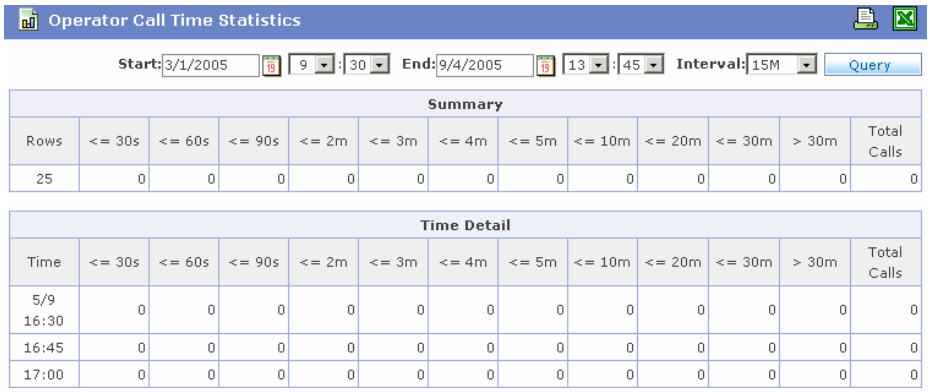
Operator Call Time Statistics

This menu allows you to verify the time-based distribution statistics on operator calls. Select the [Operator Call Time Statistics] submenu of the Operator menu.

Select the target time period from the execution options and click [Query].



Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time(The first and last rows display detailed time.)
<= 30 s	Number of calls whose duration is less than or equal to 30 seconds
<= 60 s	Number of calls whose duration is less than or equal to 60 seconds
<= 90 s	Number of calls whose duration is less than or equal to 90 seconds
<= 2 m	Number of calls whose duration is less than or equal to 2 minutes
<= 3 m	Number of calls whose duration is less than or equal to 3 minutes
<= 4 m	Number of calls whose duration is less than or equal to 4 minutes
<= 5 m	Number of calls whose duration is less than or equal to 5 minutes
<= 10 m	Number of calls whose duration is less than or equal to 10 minutes
<= 20 m	Number of calls whose duration is less than or equal to 20 minutes

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<= 30 m	Number of calls whose duration is less than or equal to 30 minutes
> 30 m	Number of calls whose duration is greater than 30 minutes
Total Calls	Total number of calls

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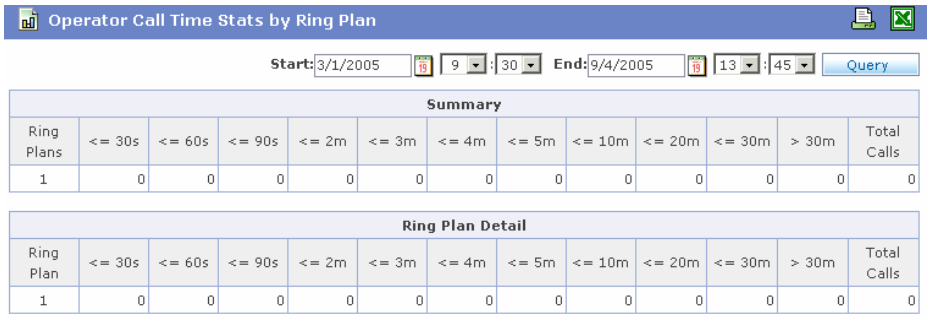
Operator Call Time Stats by Ring Plan

This menu allows you to verify the statistics on operator calls based on time and ring plans. Select the [Operator Call Time Stats by Ring Plan] submenu of the Operator menu.

Select the target time period from the execution options and click [Query].



Columns of the Total Summary table and Each Time table are described below:

Column	Description
Ring Plans	Number of applied ring plans
<= 30 s	Number of calls whose duration is less than or equal to 30 seconds
<= 60 s	Number of calls whose duration is less than or equal to 60 seconds
<= 90 s	Number of calls whose duration is less than or equal to 90 seconds
<= 2 m	Number of calls whose duration is less than or equal to 2 minutes
<= 3 m	Number of calls whose duration is less than or equal to 3 minutes
<= 4 m	Number of calls whose duration is less than or equal to 4 minutes
<= 5 m	Number of calls whose duration is less than or equal to 5 minutes
<= 10 m	Number of calls whose duration is less than or equal to 10 minutes
<= 20 m	Number of calls whose duration is less than or equal to 20 minutes
<= 30 m	Number of calls whose duration is less than or equal to 30 minutes
> 30 m	Number of calls whose duration is greater than 30 minutes
Total Calls	Total number of calls

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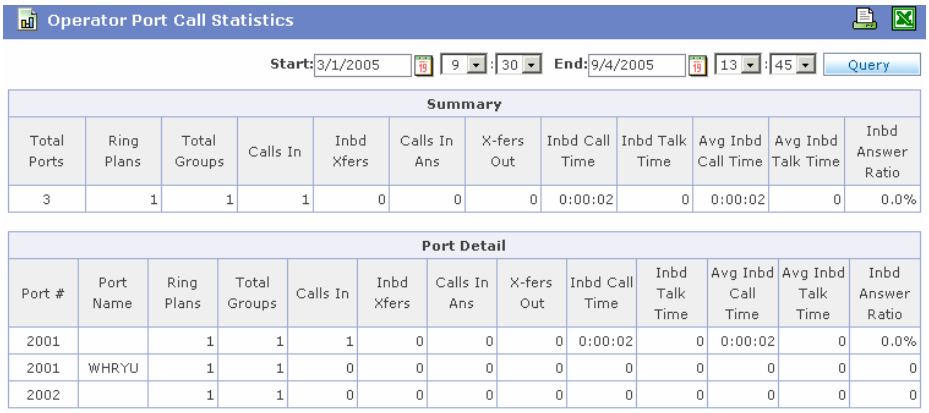
Operator Port Call Statistics

This menu allows you to verify the overall statistics on operator calls and statistics by operator port. Select the [Operator Port Call Statistics] submenu of the Operator menu.

Select the target time period from the execution options and click [Query].



Summary

Total Ports	Ring Plans	Total Groups	Calls In	Inbd Xfers	Calls In Ans	X-fers Out	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Answer Ratio
3	1	1	1	0	0	0	0:00:02	0	0:00:02	0	0.0%

Port Detail

Port #	Port Name	Ring Plans	Total Groups	Calls In	Inbd Xfers	Calls In Ans	X-fers Out	Inbd Call Time	Inbd Talk Time	Avg Inbd Call Time	Avg Inbd Talk Time	Inbd Answer Ratio
2001		1	1	1	0	0	0	0:00:02	0	0:00:02	0	0.0%
2001	WHRYU	1	1	0	0	0	0	0	0	0	0	0
2002		1	1	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Ports	Port number
Port #	Port telephone number
Port Name	Name of a station. Blank if not available
Ring Plans	Number of applied ring plans
Total Groups	Number of groups
Call In	Number of inbound calls
Inbd Xfers	Number of transfer inbound calls
Calls In Ans	Number of answered inbound calls
X-fers Out	Transfer count
Inbd Call Time	Inbound seizure duration
Inbd Talk Time	Inbound call duration
Avg Inbd Call Time	Average inbound seizure duration (Inbound Call Time / Inbound Answers)
Avg Inbd Talk Time	Average inbound call duration (Inbound Talk Time / Answered Calls (Inbound))

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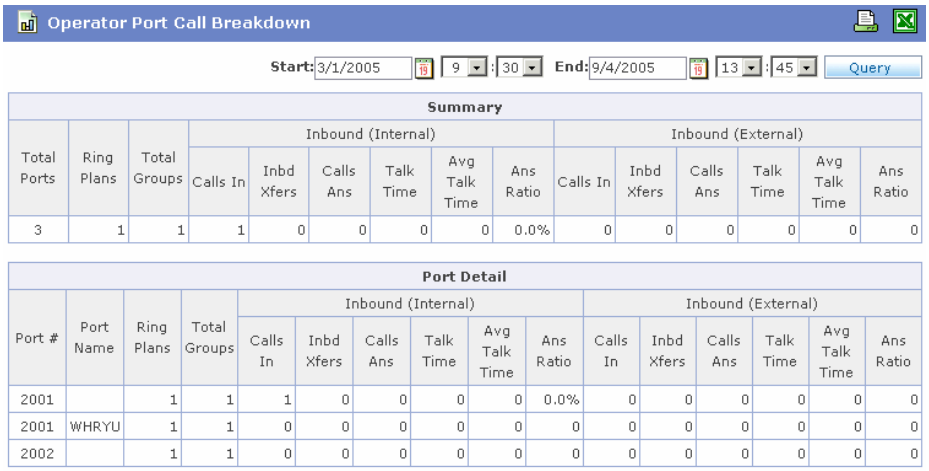
Column	Description
Inbd Answer Ratio	Ratio of answered inbound calls (Inbound Calls Answered / Inbound Calls * 100)

Operator Port Call Breakdown

This menu allows you to verify the overall statistics on operator calls and statistics by port. Select the [Operator Port Call Breakdown] submenu of the Operator menu.

Select the target time period from the execution options and click [Query].



Summary														
Total Ports	Ring Plans	Total Groups	Inbound (Internal)						Inbound (External)					
			Calls In	Inbd Xfers	Calls Ans	Talk Time	Avg Talk Time	Ans Ratio	Calls In	Inbd Xfers	Calls Ans	Talk Time	Avg Talk Time	Ans Ratio
3	1	1	1	0	0	0	0	0.0%	0	0	0	0	0	0

Port Detail															
Port #	Port Name	Ring Plans	Total Groups	Inbound (Internal)						Inbound (External)					
				Calls In	Inbd Xfers	Calls Ans	Talk Time	Avg Talk Time	Ans Ratio	Calls In	Inbd Xfers	Calls Ans	Talk Time	Avg Talk Time	Ans Ratio
2001		1	1	1	0	0	0	0	0.0%	0	0	0	0	0	0
2001	WHRYU	1	1	0	0	0	0	0	0	0	0	0	0	0	0
2002		1	1	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Ports	Port number
Port #	Port telephone number
Port Name	Name of a station. Blank if not available
Ring Plans	Number of applied ring plans
Total Groups	Number of groups
Inbound(Internal)	Internal inbound
Inbound(External)	External inbound
Calls In	Number of inbound calls
Inbd Xfers	Number of transfer inbound calls
Calls Ans	Number of answers
Talk Time	Call duration
Avg Talk Time	Average call duration (Talk Time / Calls Answered)
Ans Ratio	Answer ratio (Calls Answered / Inbound Calls * 100)

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Miscellaneous

This menu allows you to verify the miscellaneous statistical data on the OfficeServ system.

VM/AA Group Statistics

This menu allows you to verify the overall statistics and the time-based statistics on VM/AA inbound calls. Select the [VM/AA Group Statistics] submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].

Summary

Rows	Total Ports	Ports Out of Svc	Ports Avail.	In Trys	Inbd Errors	Calls In	Inbd Xfers	Short Calls	Xfer Attempts	Xfer Errors	Actual Xfers	Call Time	Short Call Time	Avg Call Time	Avg Short Call Time	Call Ratio	Xfer Ratio
16	4	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	Total Ports	Ports Out of Svc	Ports Avail.	In Trys	Inbd Errors	Calls In	Inbd Xfers	Short Calls	Xfer Attempts	Xfer Errors	Actual Xfers	Call Time	Short Call Time	Avg Call Time	Avg Short Call Time	Call Ratio	Xfer Ratio
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time(The first and last rows display detailed time.)
Total Ports	Total number of ports
Ports Out of Svc	Number of faulty ports
Port Avail.	Number of ports available
In Trys	Number of required inbound calls
Inbd Errors	Number of successful inbound calls
Calls In	Number of inbound transfer calls
Inbd Xfers	Number of required transfer

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Column	Description
Short Calls	Simple inquired number
Xfer Attempts	Number of transfer attempts
Xfer Errors	Number of transfer failures
Actual Xfers	Number of successful transfer
Call Time	Seizure duration
Short Call Time	Simple inquired duration
Avg Call Time	Average seizure duration (Call Time / Calls Answered)
Avg Short Call Time	Average simple inquired duration (Short Call Time / Short Calls)
Call Ratio	Ratio of successful seizure (Actual Calls / Call Attempts * 100)
Xfer Ratio	Ratio of successful transfer (Transfers / Transfer Attempts * 100)

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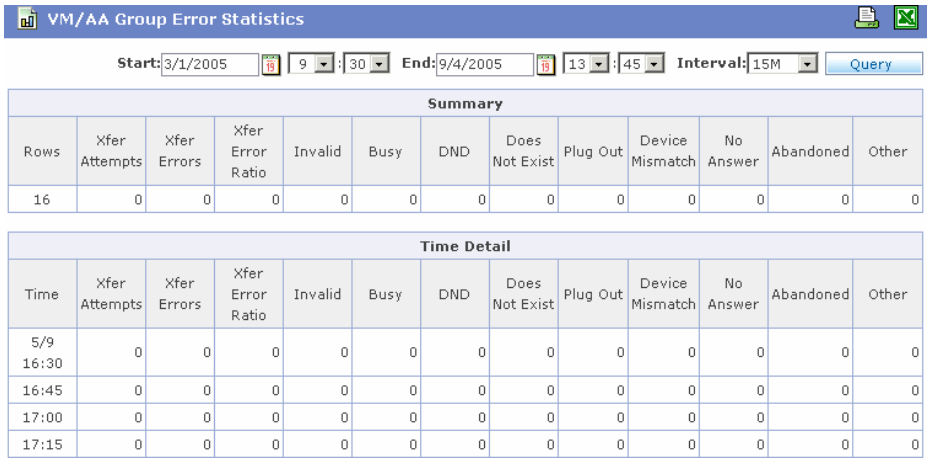
VM/AA Group Error Statistics

This menu allows you to verify the overall statistics and the time-based statistics on VM/AA transfer failures. Select the [VM/AA Group Error Statistics] submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].



Summary

Rows	Xfer Attempts	Xfer Errors	Xfer Error Ratio	Invalid	Busy	DND	Does Not Exist	Plug Out	Device Mismatch	No Answer	Abandoned	Other
16	0	0	0	0	0	0	0	0	0	0	0	0

Time Detail

Time	Xfer Attempts	Xfer Errors	Xfer Error Ratio	Invalid	Busy	DND	Does Not Exist	Plug Out	Device Mismatch	No Answer	Abandoned	Other
5/9 16:30	0	0	0	0	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0	0	0	0	0
17:15	0	0	0	0	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Rows	Total number of records
Time	Time (The first and last rows display detailed time.)
Xfer Attempts	Number of required transfer
Xfer Errors	Number of transfer failures
Xfer Error Ratio	Ratio of transfer (Transfer Errors / Transfer Attempts * 100)
Invalid	Invalid number
Busy	Busy
DND	DND
Does Not Exist	Called Station is no more existed
Plug Out	Plug out
Device Mismatch	Device mismatch
No Answer	No answer
Abandoned	Abandoned

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Column	Description
Other	Others

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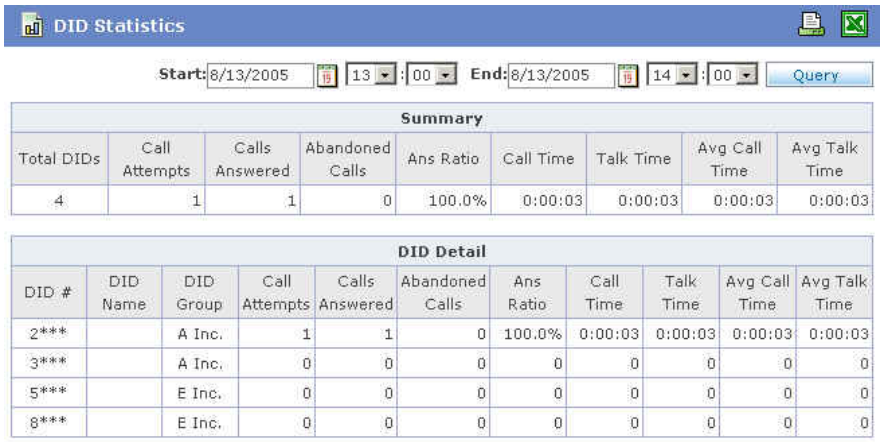
DID Statistics

This menu allows you to verify the overall statistics on DID inbound calls and the statistics by DID. Select the [DID Statistics] submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].



Summary

Total DIDs	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
4	1	1	0	100.0%	0:00:03	0:00:03	0:00:03	0:00:03

DID Detail

DID #	DID Name	DID Group	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
2***		A Inc.	1	1	0	100.0%	0:00:03	0:00:03	0:00:03	0:00:03
3***		A Inc.	0	0	0	0	0	0	0	0
5***		E Inc.	0	0	0	0	0	0	0	0
8***		E Inc.	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total DIDs	DID count
DID #	DID Digits. Only those DIDs marked as “Show” in [Configure DID] will appear.
DID Name	DID Name
DID Group	DID group assigned while [Miscellaneous > Configure DID]
Call Attempts	Seizure count
Calls Answered	Number of answers
Abandoned Calls	Number of abandoned calls
Ans Ratio	Ratio of answers (Calls Answered / Inbound Calls * 100)
Call Time	Sum total of call duration
Talk Time	Sum total of talk duration
Avg Call Time	Average call duration (Call Time / Call Attempts)
Avg Talk Time	Average talk duration (Talk Time / Calls Answered)

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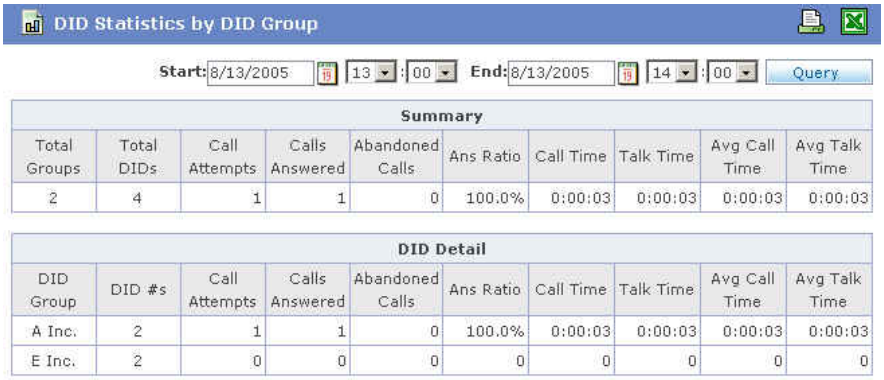
DID Statistics by DID Group

This menu allows you to verify the overall statistics on DID Group inbound calls and the statistics by DID Group. Select the [DID Statistics by DID Group] submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].



Summary

Total Groups	Total DIDs	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
2	4	1	1	0	100.0%	0:00:03	0:00:03	0:00:03	0:00:03

DID Detail

DID Group	DID #s	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
A Inc.	2	1	1	0	100.0%	0:00:03	0:00:03	0:00:03	0:00:03
E Inc.	2	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
Total Groups	DID group count
Total DIDs	DID count
DID Group	DID group name
DID #s	Number of DIDs in the group
Call Attempts	Seizure count
Calls Answered	Number of answers
Abandoned Calls	Number of abandoned calls
Ans Ratio	Ratio of answers (Calls Answered / Inbound Calls * 100)
Call Time	Sum total of call duration
Talk Time	Sum total of talk duration
Avg Call Time	Average call duration (Call Time / Call Attempts)
Avg Talk Time	Average talk duration (Talk Time / Calls Answered)

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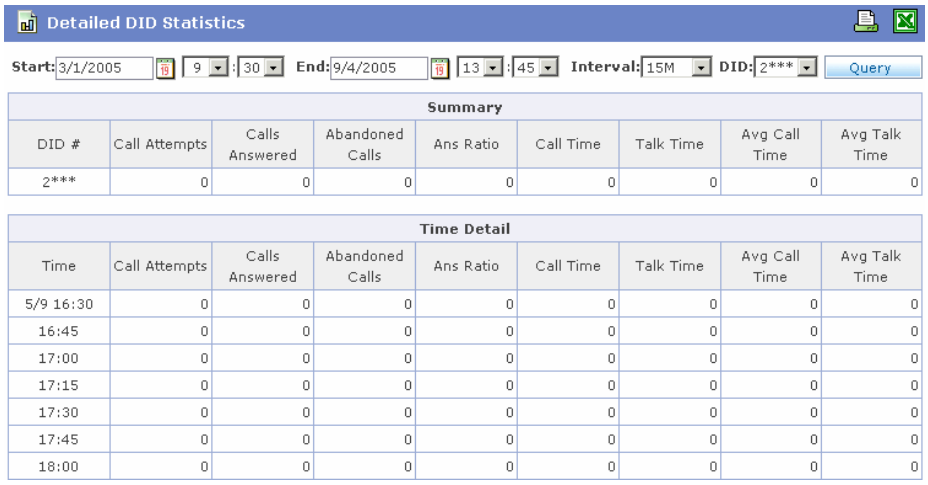
Detailed DID Statistics

This menu allows you to verify the overall statistics on DID inbound calls and the statistics by DID. Select the [Detailed DID Statistics] submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].



Summary

DID #	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
2***	0	0	0	0	0	0	0	0

Time Detail

Time	Call Attempts	Calls Answered	Abandoned Calls	Ans Ratio	Call Time	Talk Time	Avg Call Time	Avg Talk Time
5/9 16:30	0	0	0	0	0	0	0	0
16:45	0	0	0	0	0	0	0	0
17:00	0	0	0	0	0	0	0	0
17:15	0	0	0	0	0	0	0	0
17:30	0	0	0	0	0	0	0	0
17:45	0	0	0	0	0	0	0	0
18:00	0	0	0	0	0	0	0	0

Columns of the Total Summary table and Each Time table are described below:

Column	Description
DID #	DID Number
Time	Time (The first and last rows display detailed time.)
Call Attempts	Seizure count
Call Answered	Number of answers
Abandoned Calls	Number of abandoned calls
Ans Ratio	Ratio of answers (Calls Answered / Inbound Calls * 100)
Call Time	Trunk seizure duration
Talk Time	Call duration
Avg Call Time	Average trunk seizure duration (Call Time / Call Attempts)
Avg Talk Time	Average call duration (Talk Time / Calls Answered)

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CHAPTER 5. Monitoring

This chapter describes the monitoring function of the OfficeServ DataView Web page.

Monitoring Window Layout

You can use the monitoring function after connecting and logging in to the OfficeServ DataView homepage.
The general layout of a monitoring window is shown below:

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Page Title

The selected submenu is displayed as the title.

Additional Menus

The three menus below are provided as additional menus. Refer to the 'Additional Menu' section of this chapter for detailed descriptions.

Menu	Description
	Creates a new window for monitoring.

Execution Options

This section of the window allows you to set a monitoring option and to start or stop the monitoring process. The [Interval] option is applied to all monitoring pages, which are refreshed at each set interval time. Additional conditions may be provided depending on the monitoring item.

Sum

This section of the window displays the sum of each item being monitored.

Detailed Results

This section of the window displays detailed monitoring results for the selected submenu.

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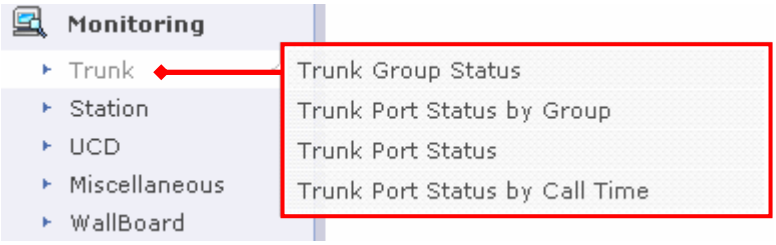
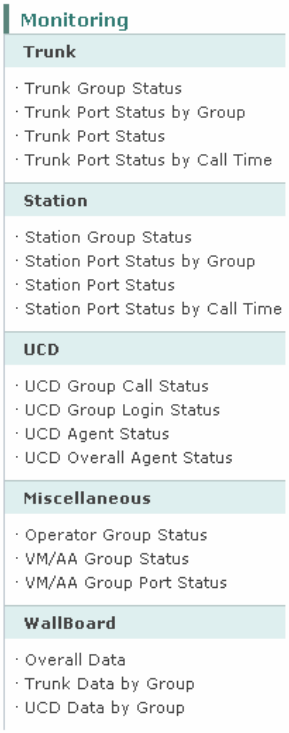
Selecting a Monitoring Item

Monitoring windows display information on call events that occur in the OfficeServ system, based on various criteria such as trunk and station. You can select a monitoring item by placing the mouse pointer over a main menu and clicking a submenu from the list displayed.



Monitoring Item



Monitoring items are categorized into four main menus, Trunk, Station, UCD, and Miscellaneous, and are further categorized into fifteen submenus.

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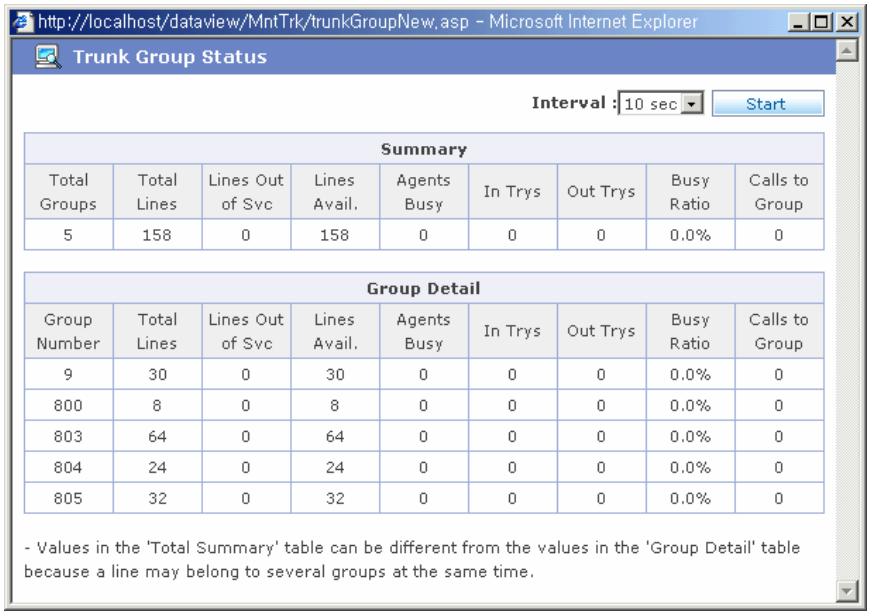
Additional Menus

New Page

Click the New( ) icon to view the current monitoring window from a new page. This function helps you to monitor multiple items simultaneously. The following figure shows an example of clicking the New icon of a Trunk Group Status window.



Summary

Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
5	158	0	158	0	0	0	0.0%	0

Group Detail

Group Number	Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
9	30	0	30	0	0	0	0.0%	0
800	8	0	8	0	0	0	0.0%	0
803	64	0	64	0	0	0	0.0%	0
804	24	0	24	0	0	0	0.0%	0
805	32	0	32	0	0	0	0.0%	0

- Values in the 'Total Summary' table can be different from the values in the 'Group Detail' table because a line may belong to several groups at the same time.

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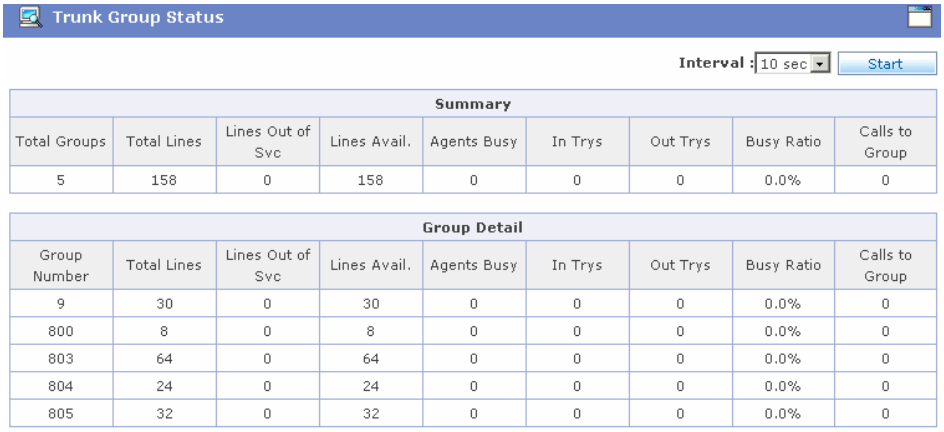
Trunk Monitoring

This function is used for monitoring the trunk status of the OfficeServ system.

Trunk Group Status

This menu allows you to monitor the overall status of trunk groups and the status of each group. Select the [Trunk Group Status] submenu of the Trunk menu.
Click [Start] from the execution options to start the monitoring.



Summary								
Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
5	158	0	158	0	0	0	0.0%	0

Group Detail								
Group Number	Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
9	30	0	30	0	0	0	0.0%	0
800	8	0	8	0	0	0	0.0%	0
803	64	0	64	0	0	0	0.0%	0
804	24	0	24	0	0	0	0.0%	0
805	32	0	32	0	0	0	0.0%	0

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Groups	Total number of groups
Group Number	Group Number
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of lines available
Agent Busy	Number of busy lines
In Trys	Inbound seize count
Out Trys	Outbound seize count
Busy Ratio	Line usage (Number of busy lines/Number of lines available * 100)
Calls to Group	Number of Group Incoming calls

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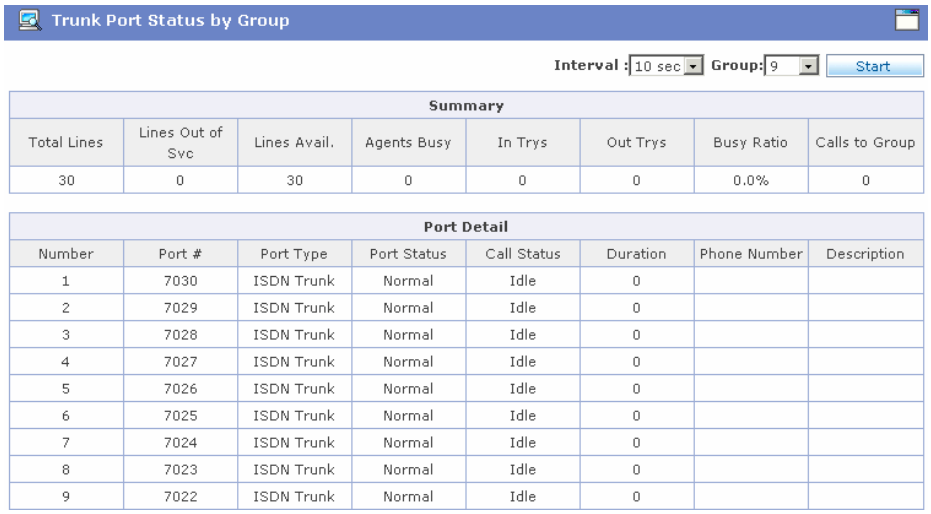
Trunk Port Status by Group

This menu allows you to monitor the status of a selected trunk group and the status of each trunk port of the group. Select the [Trunk Port Status by Group] submenu of the Trunk menu.

Select a group from the execution options and click [Start].



Summary							
Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
30	0	30	0	0	0	0.0%	0

Port Detail							
Number	Port #	Port Type	Port Status	Call Status	Duration	Phone Number	Description
1	7030	ISDN Trunk	Normal	Idle	0		
2	7029	ISDN Trunk	Normal	Idle	0		
3	7028	ISDN Trunk	Normal	Idle	0		
4	7027	ISDN Trunk	Normal	Idle	0		
5	7026	ISDN Trunk	Normal	Idle	0		
6	7025	ISDN Trunk	Normal	Idle	0		
7	7024	ISDN Trunk	Normal	Idle	0		
8	7023	ISDN Trunk	Normal	Idle	0		
9	7022	ISDN Trunk	Normal	Idle	0		

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of lines available
Agents Busy	Number of busy lines
In Trys	Inbound seize count
Out Trys	Outbound seize count
Busy Ratio	Line usage (Number of busy lines/Number of lines available * 100)
Calls to Group	Number of Group Incoming calls
Number	Record Number
Port #	Port Number
Port Type	Port type
Port Status	Port status
Call Status	Call status

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Duration	Duration
Phone Number	Telephone number of the opposite party

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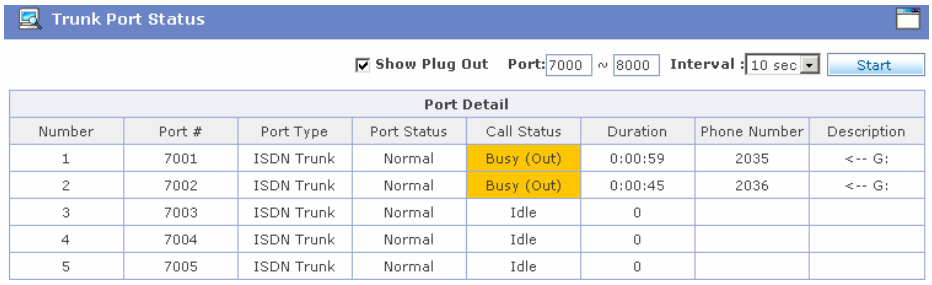
Trunk Port Status

This menu allows you to monitor the trunk port status for a selected scope. Select the [Trunk Port Status] submenu of the Trunk menu.

Enter the range of trunk ports in the execution options and click [Start].

If you mark the [Show Plug Out] check box, it will show plugged out trunk ports in the selected scope.



Number	Port #	Port Type	Port Status	Call Status	Duration	Phone Number	Description
1	7001	ISDN Trunk	Normal	Busy (Out)	0:00:59	2035	<-- G:
2	7002	ISDN Trunk	Normal	Busy (Out)	0:00:45	2036	<-- G:
3	7003	ISDN Trunk	Normal	Idle	0		
4	7004	ISDN Trunk	Normal	Idle	0		
5	7005	ISDN Trunk	Normal	Idle	0		

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Number	Record Number
Port #	Port Number
Port Type	Port type
Port Status	Port status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party
Description	Describe group calls --> G: Group In <-- G: Group Out

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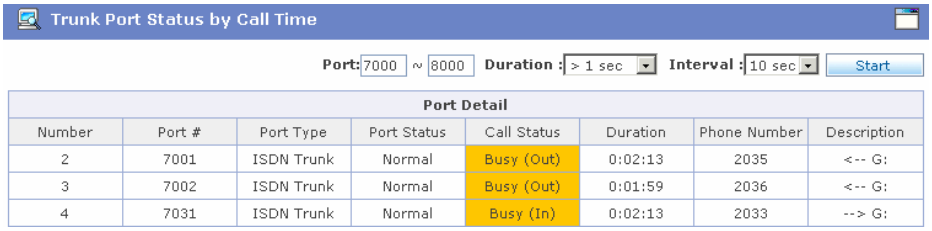
Trunk Port Status by Call Time

This menu allows you to monitor the trunk port status for a selected time. Select the [Trunk Port Status by Call Time] submenu of the Trunk menu.

Enter the range of trunk ports and select the duration of the trunk port, and click [Start].



Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Number	Record Number
Port #	Port Number
Port Type	Port type
Port Status	Port status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party

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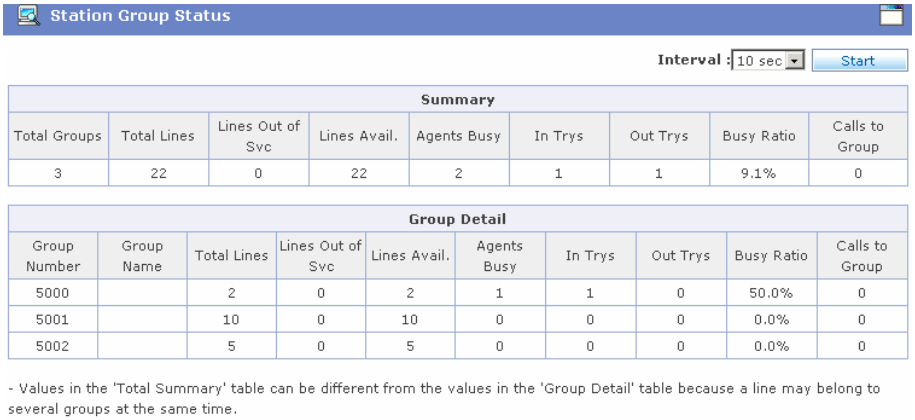
Station Monitoring

This function is used for monitoring the station status of the OfficeServ system.

Station Group Status

This menu allows you to monitor the overall status of station groups and the status of each group. Select the [Station Group Status] submenu of the Station menu.

Click [Start] from the execution options to start the monitoring.



Summary								
Total Groups	Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
3	22	0	22	2	1	1	9.1%	0

Group Detail									
Group Number	Group Name	Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
5000		2	0	2	1	1	0	50.0%	0
5001		10	0	10	0	0	0	0.0%	0
5002		5	0	5	0	0	0	0.0%	0

- Values in the 'Total Summary' table can be different from the values in the 'Group Detail' table because a line may belong to several groups at the same time.

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Groups	Total number of groups
Group Number	Group Number
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of lines available
Agents Busy	Number of busy lines
In Trys	Inbound seize count
Out Trys	Outbound seize count
Busy Ratio	Line usage (Number of busy lines/Number of lines available * 100)

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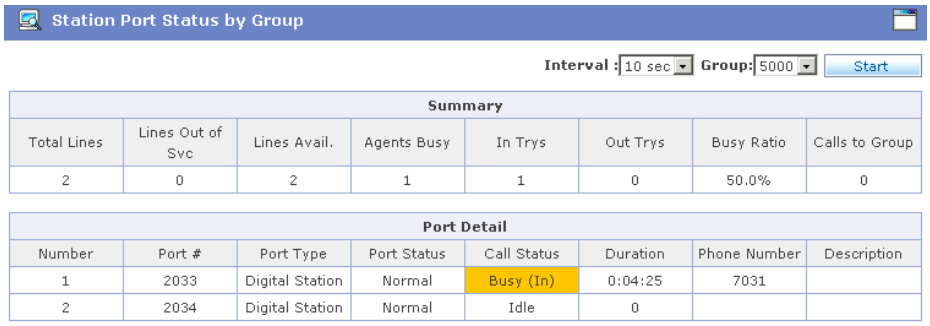
Calls to Group	Number of Group Incoming calls

Station Port Status by Group

This menu allows you to monitor the status of a selected station group and the status of each station port of the group. Select the [Station Port Status by Group] submenu of the Station menu.

Select a group from the execution options and click [Start].



Summary							
Total Lines	Lines Out of Svc	Lines Avail.	Agents Busy	In Trys	Out Trys	Busy Ratio	Calls to Group
2	0	2	1	1	0	50.0%	0

Port Detail							
Number	Port #	Port Type	Port Status	Call Status	Duration	Phone Number	Description
1	2033	Digital Station	Normal	Busy (In)	0:04:25	7031	
2	2034	Digital Station	Normal	Idle	0		

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of lines available
Agents Busy	Number of busy lines
In Trys	Inbound seize count
Out Trys	Outbound seize count
Busy Ratio	Line usage (Number of busy lines/Number of lines available * 100)
Calls to Group	Number of Group Incoming calls
Number	Record Number
Port #	Port Number
Port Type	Port type
Port Status	Port status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party

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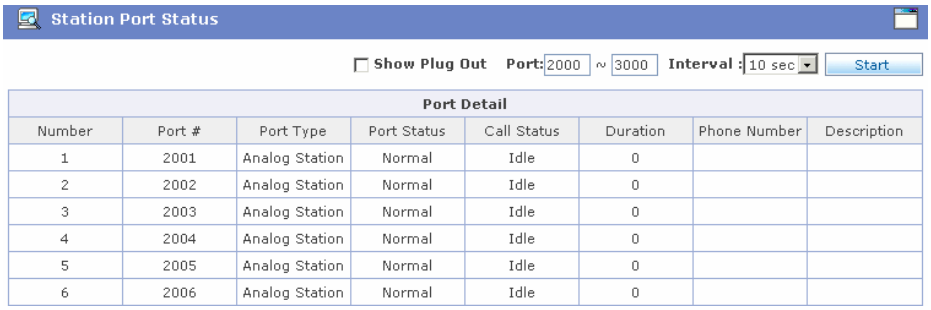
Station Port Status

This menu allows you to monitor the station port status for a selected scope. Select the [Station Port Status] submenu of the Station menu.

Enter the range of station ports in the execution options and click [Start].

If you mark the [Show Plug Out] check box, it will show plugged out trunk ports in the selected scope.



Number	Port #	Port Type	Port Status	Call Status	Duration	Phone Number	Description
1	2001	Analog Station	Normal	Idle	0		
2	2002	Analog Station	Normal	Idle	0		
3	2003	Analog Station	Normal	Idle	0		
4	2004	Analog Station	Normal	Idle	0		
5	2005	Analog Station	Normal	Idle	0		
6	2006	Analog Station	Normal	Idle	0		

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Number	Record Number
Port #	Port Number
Port Type	Port type
Port Status	Port status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party
Description	Describe group calls --> G: Group In <-- G: Group Out

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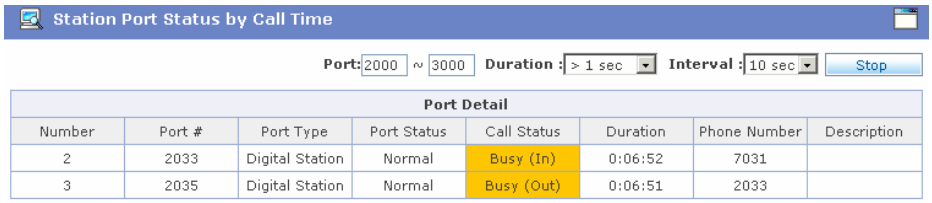
Station Port Status by Call Time

This menu allows you to monitor the station port status for a selected time. Select the [Station Port Status by Call Time] submenu of the Station menu.

Enter the range of station ports and select the duration of the station port, and click [Start].



Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Number	Record Number
Port #	Port Number
Port Type	Port type
Port Status	Port status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party

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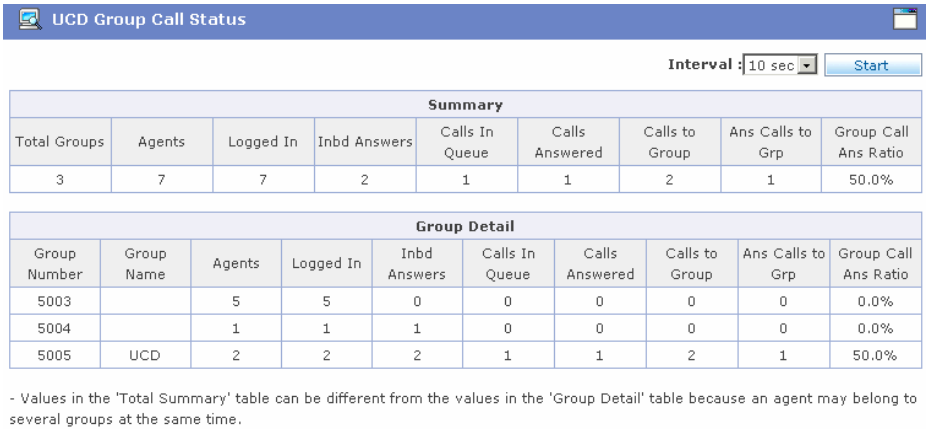
UCD Monitoring

This function is used for monitoring the UCD status of the OfficeServ system.

UCD Group Call Status

This menu allows you to monitor the overall status of UCD groups and the call status of a UCD group. Select the [UCD Group Call Status] submenu of the UCD menu.

Click [Start] from the execution options to start the monitoring.



Summary								
Total Groups	Agents	Logged In	Inbd Answers	Calls In Queue	Calls Answered	Calls to Group	Ans Calls to Grp	Group Call Ans Ratio
3	7	7	2	1	1	2	1	50.0%

Group Detail									
Group Number	Group Name	Agents	Logged In	Inbd Answers	Calls In Queue	Calls Answered	Calls to Group	Ans Calls to Grp	Group Call Ans Ratio
5003		5	5	0	0	0	0	0	0.0%
5004		1	1	1	0	0	0	0	0.0%
5005	UCD	2	2	2	1	1	2	1	50.0%

- Values in the 'Total Summary' table can be different from the values in the 'Group Detail' table because an agent may belong to several groups at the same time.

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Groups	Total number of groups
Group Number	Group Number
Agents	Number of agents
Logged In	Number of agents logged in
Inbd Answers	Number of inbound calls
Calls In Queue	Number of queued calls
Calls Answered	Number of calls answered
Calls to Group	Number of Group Incoming calls
Ans Calls to Grp	Group Incoming answered count
Group Call Ans Ratio	Response rate (Number of calls answered/Number of inbound calls * 100)

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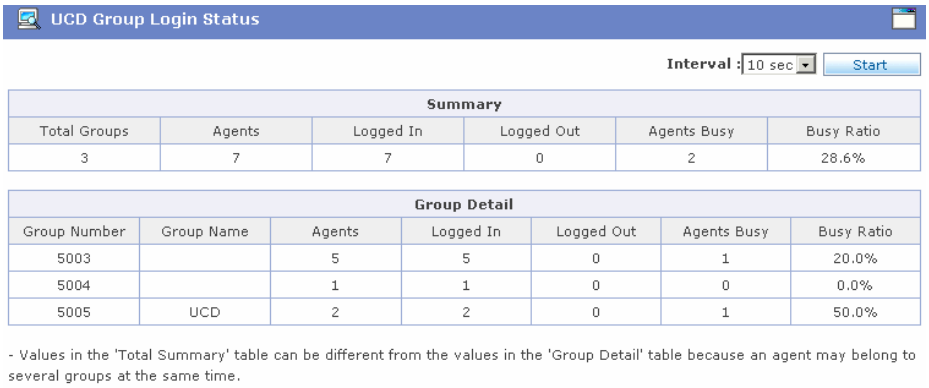
UCD Group Login Status

This menu allows you to monitor the overall agent status of UCD groups and the agent status of a UCD group. Select the [UCD Group Login Status] submenu of the UCD menu.

Click [Start] from the execution options.



Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Groups	Total number of groups
Group Number	Group Number
Group Name	Group Name
Agents	Number of agents
Logged In	Number of agents logged in
Logged Out	Number of agents logged out
Agents Busy	Number of busy agents
Busy Ratio	Call rate (Number of busy agents/Number of agents logged in * 100)

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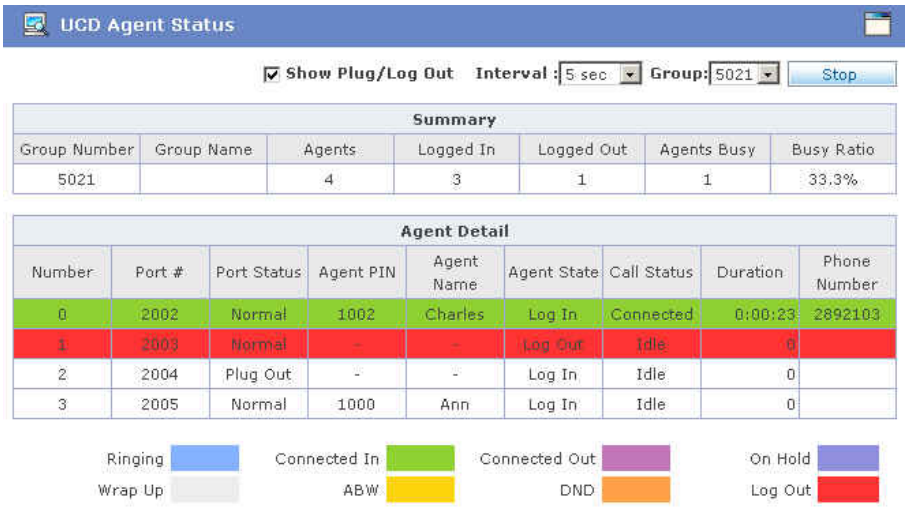
UCD Agent Status

This menu allows you to monitor the status of a UCD group and the status of agents assigned to the UCD group. Select the [UCD Agent Status] submenu of the UCD menu.

Click [Start] from the execution options.



If you mark the [Show Plug Out] check box, it will show plugged out trunk ports in the selected scope.

The record will be colored accoring to the agent/call status.

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Group Number	Selected Group Number
Group Name	Selected Group Name
Agents	Number of agents
Logged In	Number of agents logged in
Logged Out	Number of agents logged out
Agents Busy	Number of busy agents
Busy Ratio	Call rate (Number of busy agents/Number of agents logged in * 100)
Number	Record Number

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Port #	Agent Tel Number
Port Status	Port status
Agent PIN	PIN used when log on.
Agent Name	Agent PIN name assigned in [Add Agent PIN] configuration page.
Agent Status	Agent status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party

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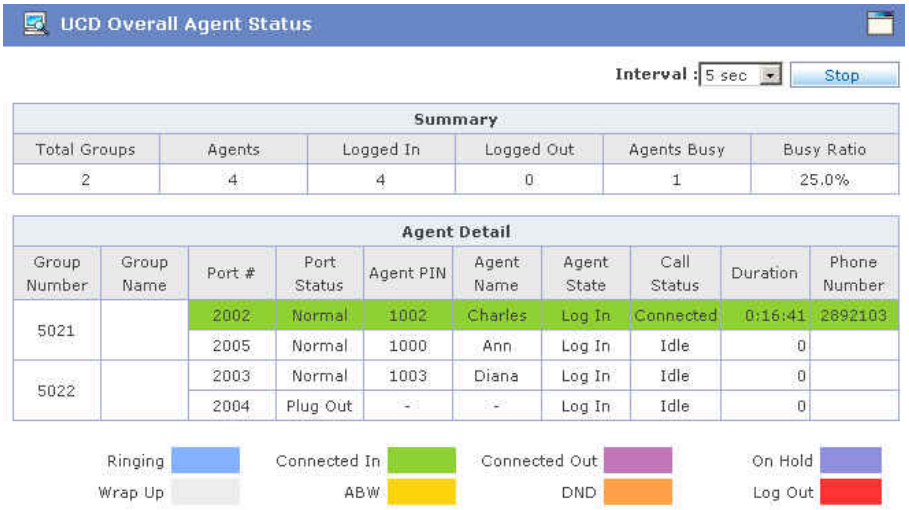
UCD Overall Agent Status

This menu allows you to monitor the status of all UCD agent at one time . Select the [UCD Overall Agent Status] submenu of the UCD menu.

Click [Start] from the execution options.



The record will be colored accoring to the agent/call status.

Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Groups	UCD Group Counts
Agents	Number of agents
Group Number	UCD Group Tel
Group Name	UCD Group Name
Logged In	Number of agents logged in
Logged Out	Number of agents logged out
Agents Busy	Number of busy agents
Busy Ratio	Call rate(Number of busy agents/Number of agents logged in * 100)
Port #	Agent Tel Number
Port Status	Port status
Agent PIN	PIN used when log on.

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Agent Name	Agent PIN name assigned in [Add Agent PIN] configuration page.
Agent Status	Agent status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party

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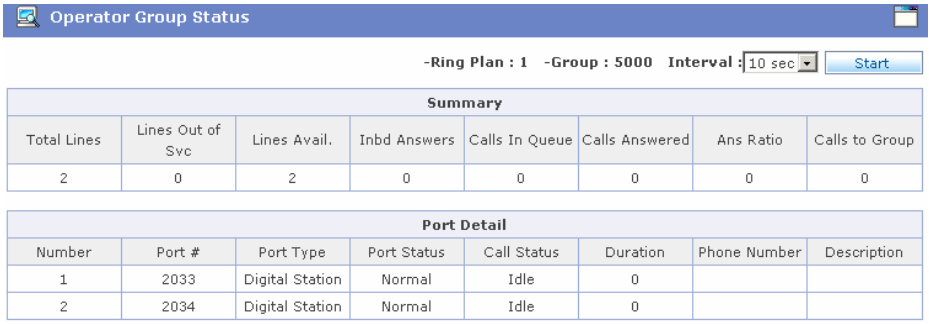
Miscellaneous

This function is used for monitoring miscellaneous statuses of the OfficeServ system.

Operator Group Status

This menu allows you to monitor an operator group status. Select the [Operator Group Status] submenu of the Miscellaneous menu.

Click [Start] from the execution options to start the monitoring.



Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Ring Plan	Ring Plan Number
Group	Operator Group Number
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of lines available
Inbd Answers	Number of inbound calls
Calls In Queue	Number of queued calls
Calls Answered	Number of calls answered
Ans Ratio	Response rate (Number of calls answered/Number of inbound calls * 100)
Calls to Group	Number of Group Incoming calls
Number	Record Number
Port #	Port Number

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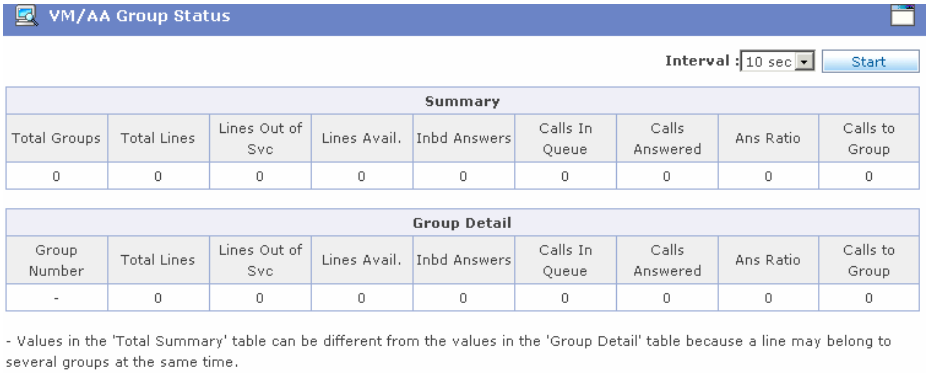
Port Type	Port type
Port Status	Port status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party

VM/AA Group Status

This menu allows you to monitor an VM/AA Group status. Select the [VM/AA Group Status] submenu of the Miscellaneous menu.

Click [Start] from the execution options.



Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Groups	Total number of groups
Group Number	Group Number
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of lines available
Inbd Answers	Number of inbound calls
Calls In Queue	Number of queued calls
Calls Answered	Number of calls answered
Ans Ratio	Response rate (Number of calls answered/Number of inbound calls * 100)

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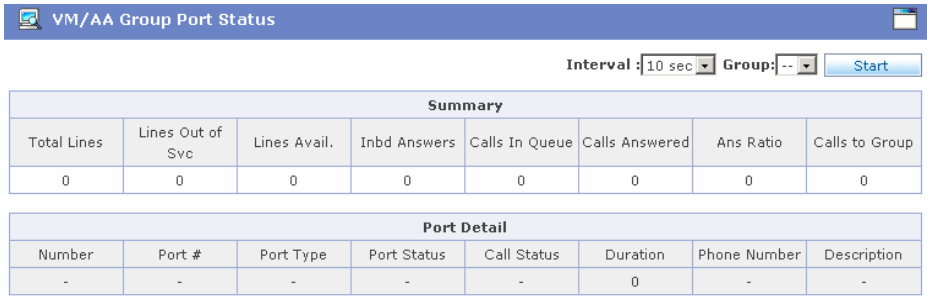
Calls to Group	Number of Group Incoming calls

VM/AA Group Port Status

This menu allows you to monitor an VM/AA group port status. Select the [VM/AA Group Port Status] submenu of the Miscellaneous menu.

Select a group from the execution options and click [Start].



Columns of the Total Summary table and the Each Group table are described below:

Column	Description
Total Lines	Total number of lines
Lines Out of Svc	Number of faulty lines
Lines Avail.	Number of lines available
Inbd Answers	Number of inbound calls
Calls In Queue	Number of queued calls
Calls Answered	Number of calls answered
Ans Ratio	Response rate (Number of calls answered/Number of inbound calls * 100)
Calls to Group	Number of Group Incoming calls
Number	Record Number
Port #	Port Number
Port Type	Port type
Port Status	Port status
Call Status	Call status
Duration	Duration
Phone Number	Telephone number of the opposite party

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Wallboard

This function is used for monitoring important Trunk / UCD Status Data of the OfficeServ system.

Overall Data

Go to 'Configuration->Personalize->Configure Wallboard' to configure the wallboard contents and thresholds.

Columns of the Wall Board table is described below:

Column	Description
Trunk Total Lines	Total number of Trunk
Trunk Lines Out of Svc	Number of Trunk faulty lines
Trunk Lines Avail.	Number of Trunk Available lines
Trunk Busy	Number of Trunk Busy
Trunk In Trys	Number of Trunk Inbound Seize
Trunk Out Trys	Number of Trunk Outbound Seize
Trunk Busy Ratio (%)	Trunk Busy Rate

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Trunk Calls to Group	Number of Trunk Group In
Trunk Longest Call Time	The longest seize time among the trunk currently in use
UCD Agents	Number of UCD Agent
UCD Logged In	Number of UCD Login
UCD Logged Out	Number of UCD Log Out
UCD Agents Busy	Number of UCD Busy
UCD Busy Ratio (%)	Ratio of UCD Busy
UCD Inbd Answers	Number of UCD In Call Cnt
UCD Calls In Queue	Number of UCD Queued
UCD Calls Answered	Number of UCD Answer
UCD Calls to Group	Number of Group In
UCD Ans Calls to Grp	Number of Group In Ans
UCD Group Call Ans Ratio (%)	UCD Group In Ans Rate
UCD Longest Talk Time	The longest talk time among the currently answered UCD calls
UCD Longest Wait Time	The longest wait among the currently ringing UCD calls

Trunk Data by Group

This menu allows you to monitor the trunk data for selected trunk group. Select the Trunk Data by Group of the Wallboard menu If you want to.

UCD Data by Group

This menu allows you to monitor the UCD data for selected UCD group. Select the UCD Data by Group of the Wallboard menu If you want to.

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UCD Group Wallboard

This functoin is used for the case that you want to allows a UCD agent only access his/her UCD group wallboard without logging on the OfficeServ Dataview.

1. Log on to OfficeServ DataView with built-in ‘wallboard’ account. The initial password is ‘wallboard’.

2. Select [Configuration] -> [Personalize] -> [Configure Wallboard]. Mark UCD parameters to show and enter threshold values. Click [Save].

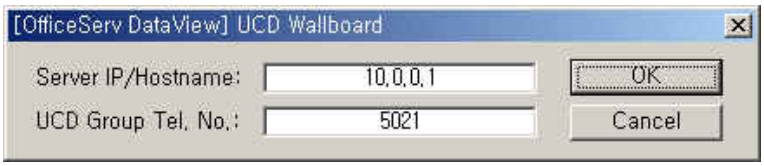
CHECK

‘Wallboard Guest’ Account

‘Wallboard Guest’ account is a special purpose account for allow accessing UCD group wallboard without loggin on. The UCD wallboard configuration is common for all users who use ‘wallboard.exe’
Marking on trunk parameters has no good.

3. Copy the ‘wallboard.exe’ file under the OfficeServ DataView program folder into the agent’s PC. Let him/her know the IP address or computer name of the OfficeServ DataView server computer.

4. When the agent execute ‘wallboard.exe’, it will ask the ‘Server IP/Hostname’ and ‘UCD GroupTel. No.’. Enter the appropriate values and click OK.



CHECK

‘wallboard.exe’ Options

The ‘Server IP/Hostname’ and ‘UCD GroupTel. No.’ will be stored once you enter those values. Next time you run ‘wallboard.exe’ it will show the stored values. If you want to change the saved value, enter new values and click [OK]. Otherwise, just click [OK].

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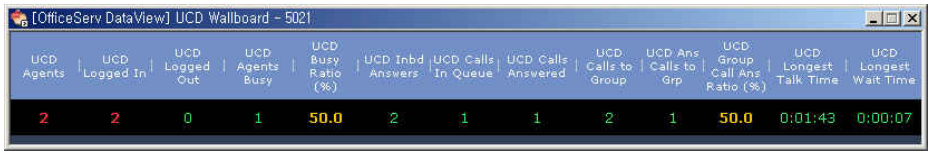
5. Then, the Wallboard will open on the screen.



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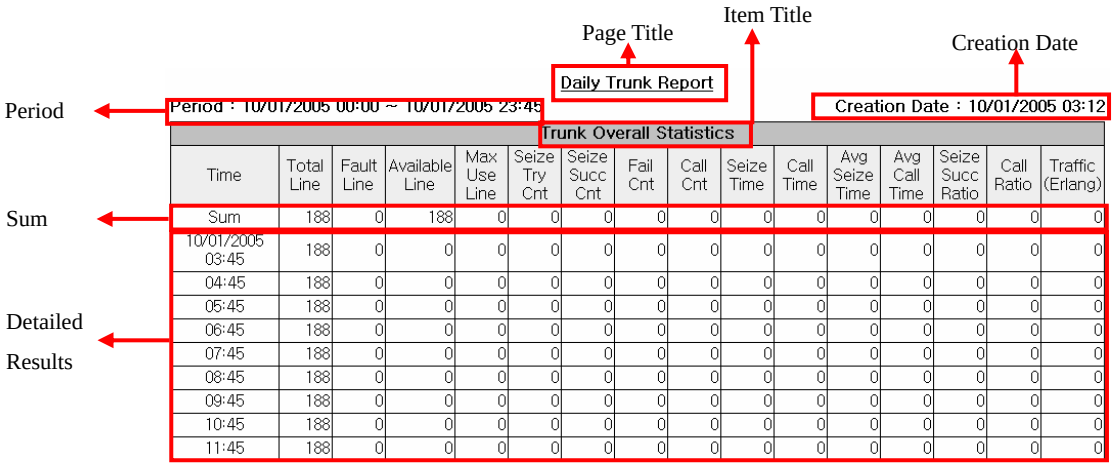
CHAPTER 6. Scheduled Report

This chapter describes the scheduled report function of the OfficeServ DataView Web site. Scheduled reports include trunk reports and UCD reports designated by a user. Refer to 'Chapter 4. Statistics' for descriptions report items.

Scheduled Report Window Layout

The general layout of a scheduled report window is shown below:



Time	Total Line	Fault Line	Available Line	Max Use Line	Seize Try Cnt	Seize Succ Cnt	Fail Cnt	Call Cnt	Seize Time	Call Time	Avg Seize Time	Avg Call Time	Seize Succ Ratio	Call Ratio	Traffic (Erlang)
Sum	188	0	188	0	0	0	0	0	0	0	0	0	0	0	0
10/01/2005 03:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
05:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
06:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
07:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11:45	188	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Page Title

The category of scheduled report will be printed at the top.
There are Daily Trunk Report, Daily UCD Report, Weekly Trunk Report, Weekly UCD Report, Monthly Trunk Report, amd Monthly UCD Report.

Period

It shows the time period that the statistical data collected.

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Creation Date

It shows the time and date of the report created.

Item Title

The title of the report will be printed.

Sum

This section of the window displays the sum of each statistical item.

Detailed Results

This section of the window displays detailed scheduled report data for the selected submenu

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CHAPTER 7. Troubleshooting

This chapter provides information on problems that may occur during the installation and operation of OfficeServ DataView, and describes proper actions against each problem.

ODBC Version Error

Symptom

An error message related to ODBC(Open Database Connectivity) appears on the window.

Cause

In order to use the OfficeServ DataView program with MDB, the version of Microsoft Access Driver(*.mdb) must be 4.0 or later. Although the Microsoft Access Driver 4.0 for ODBC is automatically installed during the installation of OfficeServ DataView, the driver may not have been automatically installed on certain types of PC.

Resolution

Connect to the Microsoft site and download the latest version of Microsoft jet Driver. Install the driver on the PC and restart the OfficeServ DataView program.

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I cannot open the monitoring pages!

Symptom

When you select any of the Monitoring pages, you encounter error page with the following description:

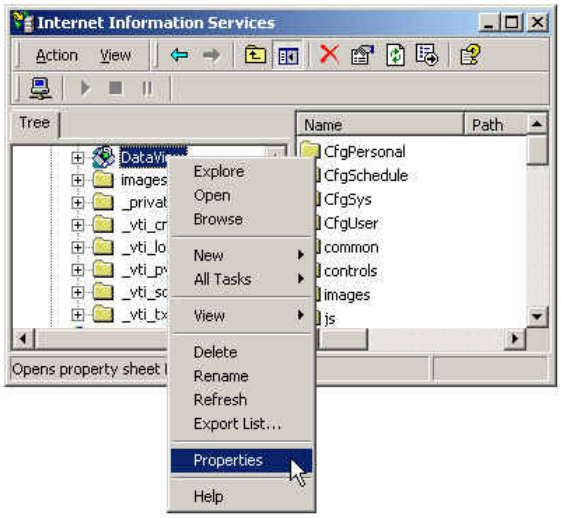
> Server object error 'ASP 0178 : 80070005'
> Server.CreateObject Access Error
> The call to Server.CreateObject failed while checking permissions. Access is denied to this object.

Cause

The authenticated user for the Visual Basic (VB) run-time file (Msvbvm60.dll) does not have sufficient permissions. The authenticated user is the IUSR_*computername* account when you use anonymous access or the user that is authenticated with the Web page.

Resolution

Click [Start] button, and select [Programs] -> [Administrative Tools] -> [Internet Service Manager].
Collapse [Default Web Site] folder and select [DataView] web application.
Right click the mouse button and select [Properties] option.



Then you will get the [DataView Properties] dialog open.

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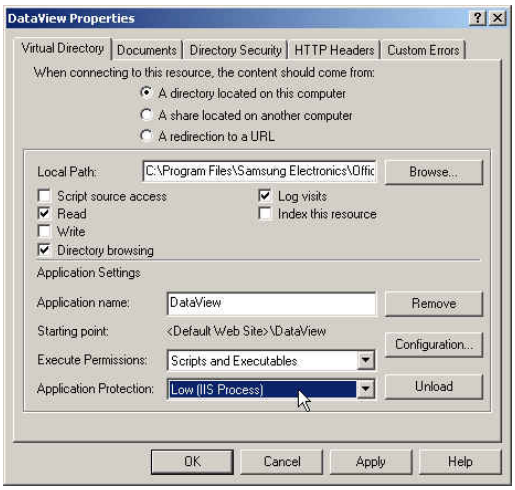


Set the [Application Permission] option as ‘Low (IIS Process)’.
Click [OK].

I cannot save the Scheduled Report options!

Symptom

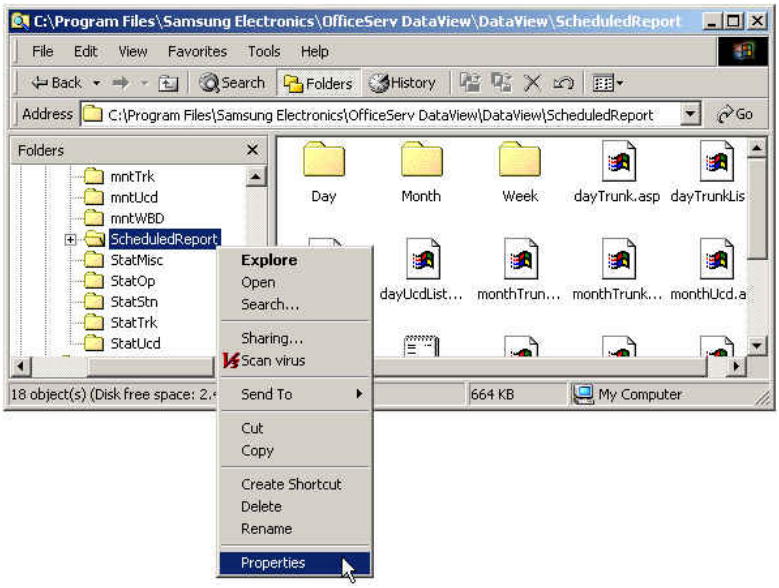
When you select any of [Set Daily/Weekly/Monthly Report] pages, set options, and click the [Save] button, you will see the options are reset to the defaults.

Cause

The IUSR_*computername* account does not have sufficient permissions to access configuration file. Or the configuration file is set read only when it is copied to the DataView server computer.

Resolution

Run the Windows Explorer, and collapse the [DataView] folder under the OfficeServ DataView program folder.
Select the [ScheduledReport] folder and click the right mouse button.



Select [Properties] option. Then you will get the [Scheduled Report Properties] window open.

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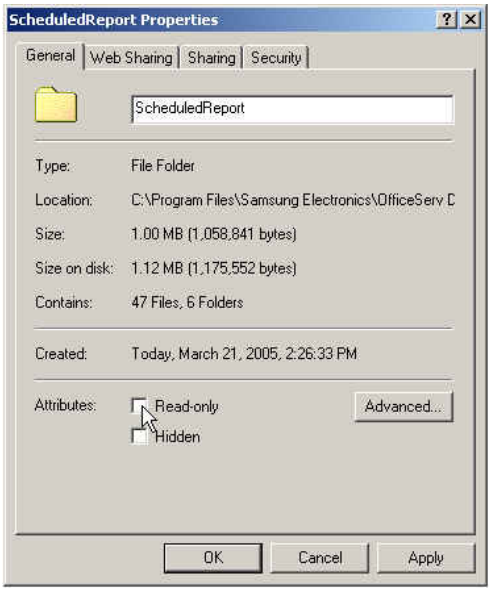
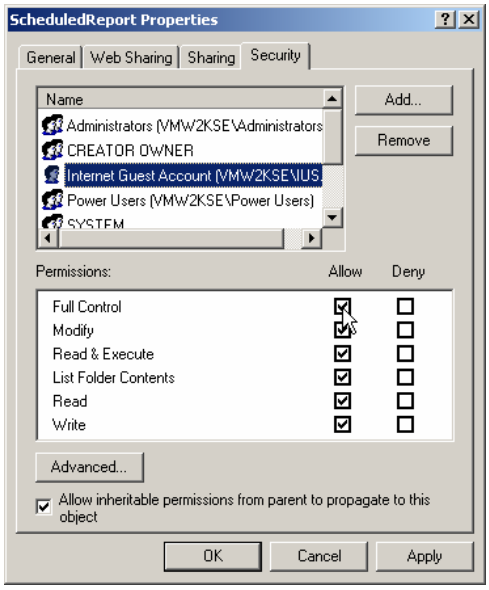
If the ‘Read-only attribute’ is set, clear it.

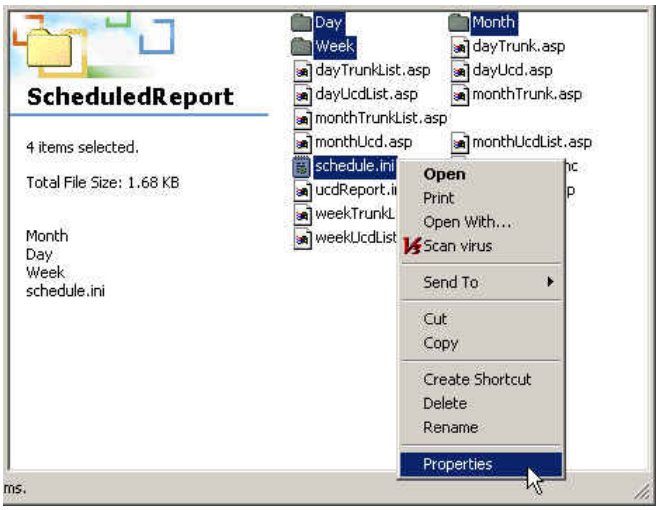


Select the [Security] tab.

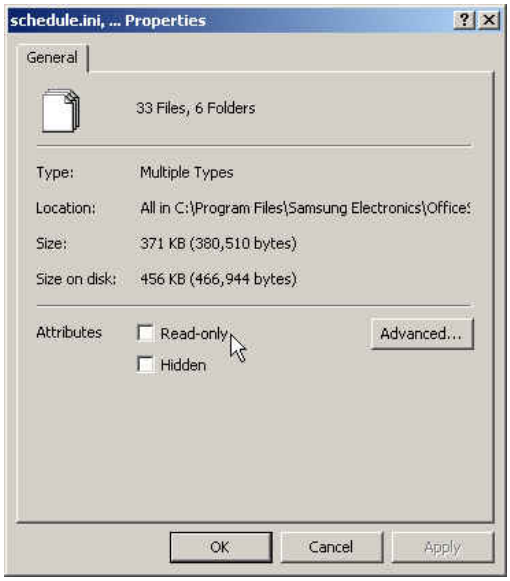


Add ‘Internet Guest Account’ (IUSR_*computername*) and give ‘Full Control’ to that account. Click [OK].

Select ‘Day’, ‘Week’, ‘Month’ folders and schedule.ini file in the [ScheduledReport] folder and right click the mouse button.



Select [Properties] option.
Confirm that the ‘Read-only’ attribute is not set.



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I cannot add/delete/modify accounts!

This case is only applicable to the OfficeServ DataView with MDB.

Symptom

When you try to add, delete, or modify user accounts, you encounter error page with the following description:

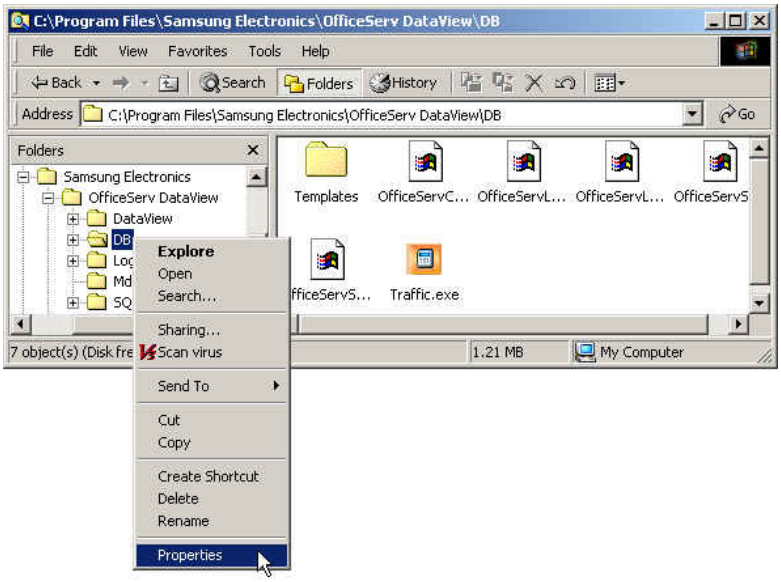
> Microsoft JET Database Engine (0x80004005)
>
> Operation must use an updateable query.
>
> *filename, line number*

Cause

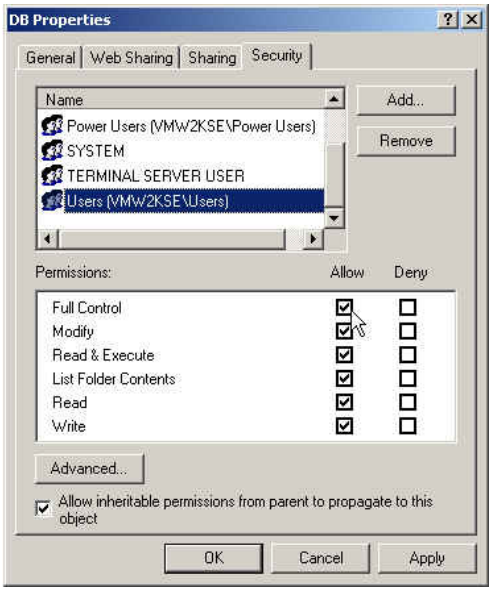
The IUSR_*computername* account does not have sufficient permissions to access MDB file.

Resolution

Run the Windows Explorer, and select the [DB] folder under the OfficeServ Dataview program folder.
Click the right mouse button.



You will get the [DB Properties] window open.



Select [Security] tab and give full control to the Users group.
Click [OK].

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I cannot save [Personalize] configurations!

This case is only applicable to the OfficeServ DataView with MDB.

Symptom

When you try to save personal options such as ‘Skin’, you encounter error page with the following description:

> Microsoft JET Database Engine (0x80004005)
>
> Operation must use an updateable query.
>
> *filename, line number*

Cause

The IUSR_*computername* account does not have sufficient permissions to access MDB file.

Resolution

The same as “I cannot add/delete/modify accounts!” case

I cannot save the exported excel report !

Symptom

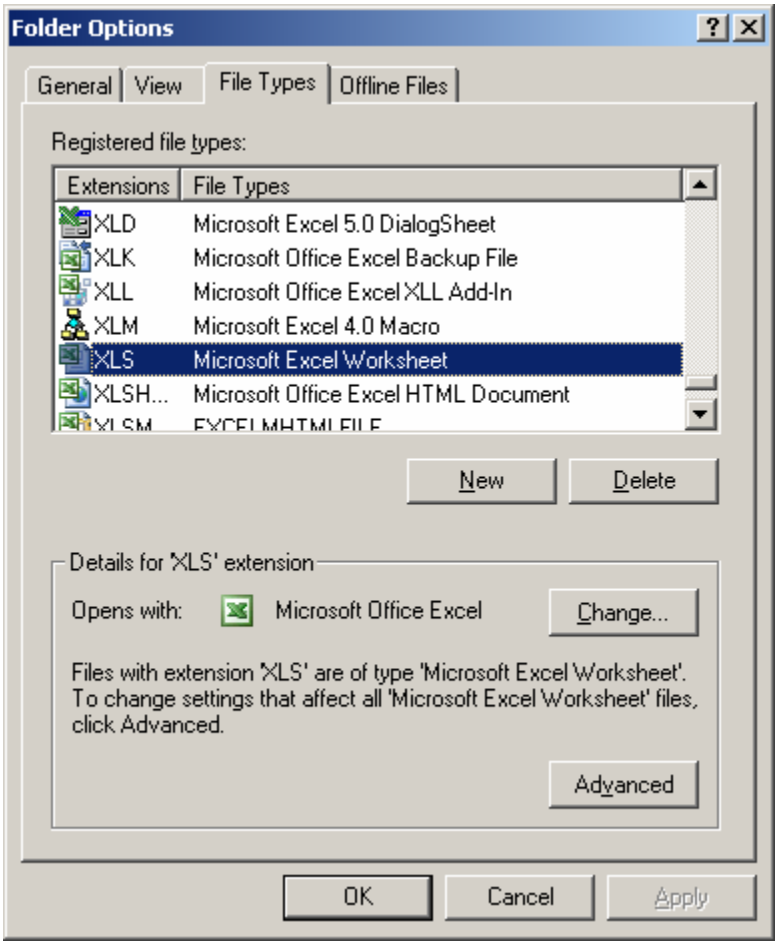
When you export a report into excel, it is open with the internet explorer without any menu or toolbar.

Cause

The ‘XLS’ file is set to be open in the same window that is opening the ‘XLS’ file.

Resolution

Open the Windows Explorer and select [Tools] -> [Folder Option].
The select the [File Types] tab, select [XLS] from the [Registered file types] list, and click the [Advanced] button



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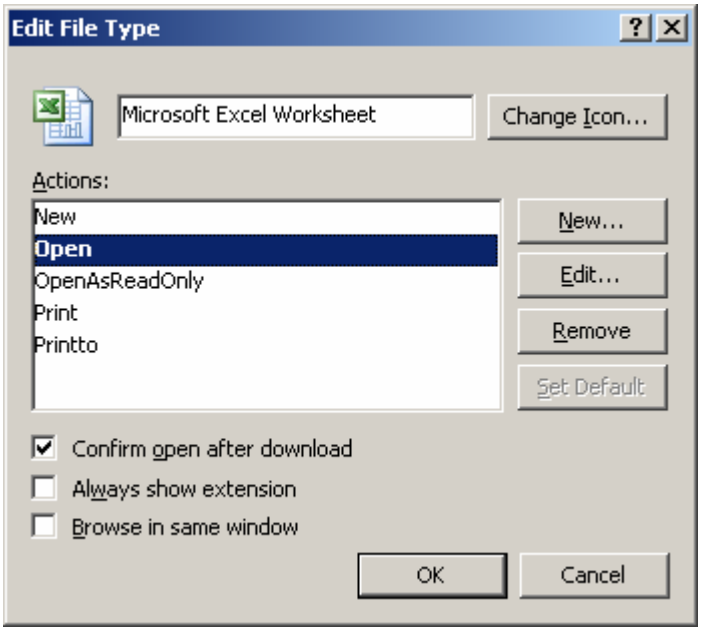
When the [Edit File Type] dialog open, clear this option.

- Browse in same window



ANNEX A. Abbreviation

A

AA	Automated Attendant

C

CID	Caller Identification
COM	Component Object Model
CPU	Central Processing Unit

D

DB	Database
DID	Direct Inward Dialing
DND	Do Not Disturb
DOD	Direct Outward Dialing

I

ID	Identification
IIS	Internet Information Server
IP	Internet Protocol

L

LED	Light Emitting Diode

N

NetBIOS	Network Basic Input Output System

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NTFS	New Technology File System

M

MDB	Multimedia Database
MMC	Man Machine Command

O

ODBC	Open Database Connectivity
OS	Operating System

S

SQL	Structured Query Language

T

TCP/IP	Transmission Control Protocol/Internet Protocol
TRK	Trunk

U

UCD	Universal Call Distribution
UI	User Interface

V

VM	Voice Mail
VMAA	Voice Mail/Automated Attendant

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OfficeServ DataView

User Guide

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